

CORPORATE SOCIAL RESPONSIBILITY REPORT 2015





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ABOUT THIS REPORT



This is the second standalone Corporate Social Responsibility (“CSR”) Report of The Wharf (Holdings) Limited (“Wharf” or “the Group”) (Stock code: 4).

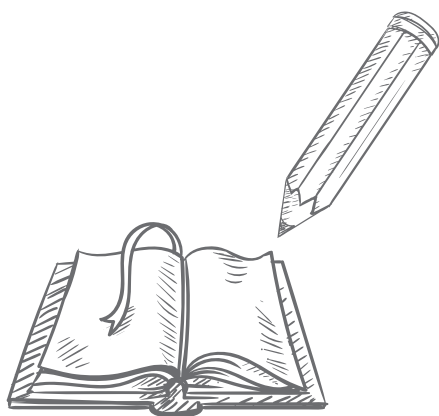
In this report, we focus on selected operations in Hong Kong where Wharf is the majority shareholder or which we have an iconic impact within the community, including *investment properties, leisure and hospitality, logistics and communications, media and entertainment* (“CME”), which account for 66% of our total business assets. We will gradually expand our reporting coverage to our other operations in Hong Kong and Mainland China.

Supplementing our Annual Report, this report features our non-financial performances from 1 January 2015 to 31 December 2015 in five key areas: *Business Development, Community-in-Business, Environment, People as well as Products and Services*. Committed to enhancing our sustainability reporting accountability and transparency, in 2016 we conducted extensive stakeholder engagement to identify and prioritise the most significant sustainability issues of our businesses to be covered in this report. For further details please refer to the section on “Our Approach to CSR”.

This report has been prepared in accordance with the Core option of the Global Reporting Initiative (“GRI”) G4 sustainability reporting guidelines. It is also in alignment with the Environmental, Social and Governance Reporting Guide (“ESG Guide”) in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong.

We welcome your feedback on this report, our approach to CSR and performance overall. Please share your views at csr@wharfholdings.com.

MESSAGE FROM THE CHAIRMAN AND MANAGING DIRECTOR



This is our second Corporate Social Responsibility (“CSR”) Report to inform our stakeholders on what we have achieved in terms of promoting a better living environment, the well-being of our staff as well as the community at large. It reports on the economic, environmental and social performance of the Group and the progress we have made towards a more sustainable future in five CSR focus areas – *Business Development, Business-in-Community, Environment, People as well as Products and Services*. In preparing this report, we expanded the scope of our stakeholder engagement to better understand their perceptions and expectations of our CSR performance. Their input has also helped us to determine the material sustainability topics to be disclosed in the report.

Despite a challenging economic environment in Hong Kong in 2015, our business performance remained robust, underpinned by the resilience of our core operation: Investment Properties. Our three Hong Kong shopping malls – Harbour City, Times Square and Plaza Hollywood – reported solid rental growth amidst difficult trading conditions. Performance of our investment properties in China exceeded our expectation.

Our CSR initiatives are rooted in Wharf’s long-standing mission of “Building for Tomorrow”, and implemented to generate positive impact and sustainable value to society. Project *WeCan* – our flagship Business-in-Community project – has continued to broaden its impact by reaching over 42,000 students in 50 secondary schools. Six more partners joined the project in 2015, bringing the total number of *WeCan* partners to 35. During the year, a wide variety of activities were organised to inspire the students to pursue higher studies and fulfilling careers, such as a unique Career Day for 5,000 Form Four students, while a Joint Schools Teachers’ Development Day was held to provide further support to teaching staff.

At Wharf, we are committed to optimising the use of natural resources and minimising the impact our operations might have on the environment. In 2015, we enhanced our energy and water efficiency through facilities and equipment upgrades, operational optimisation and encouraging behavioural change in our employees and customers to reduce consumption.

Employees are our greatest asset, human capital being key to the continuous success of the Group. We have taken every effort to maintain a strong and committed workforce as well as foster an inclusive culture in the workplace. More than 100,000 hours of training was arranged for our staff, equipping them with the necessary skills to unleash their potential and overcome daily challenges.

We are constantly mindful of the evolving needs of our customers. Our business units adhere steadfastly to international standards and industry best practices to deliver high-quality products and services. We have also established channels to obtain feedback from clients, tenants and visitors of our malls. We greatly value their opinions, and endeavour to enhance our services accordingly.

Business is part of the community. It covers every aspect of our livelihood, from clothing, food, accommodation and transport. Within the Wharf Group, we strive to make Hong Kong a better place to live by making our operations and products greener, more sustainable and user friendly. I wish to thank our staff, as well as the support and trust of our clients and stakeholders, for the progress we were able to make as outlined in later chapters of this report.

The progress has built a solid foundation for us to contribute to making Hong Kong a better home.

Stephen T H Ng

Chairman and Managing Director

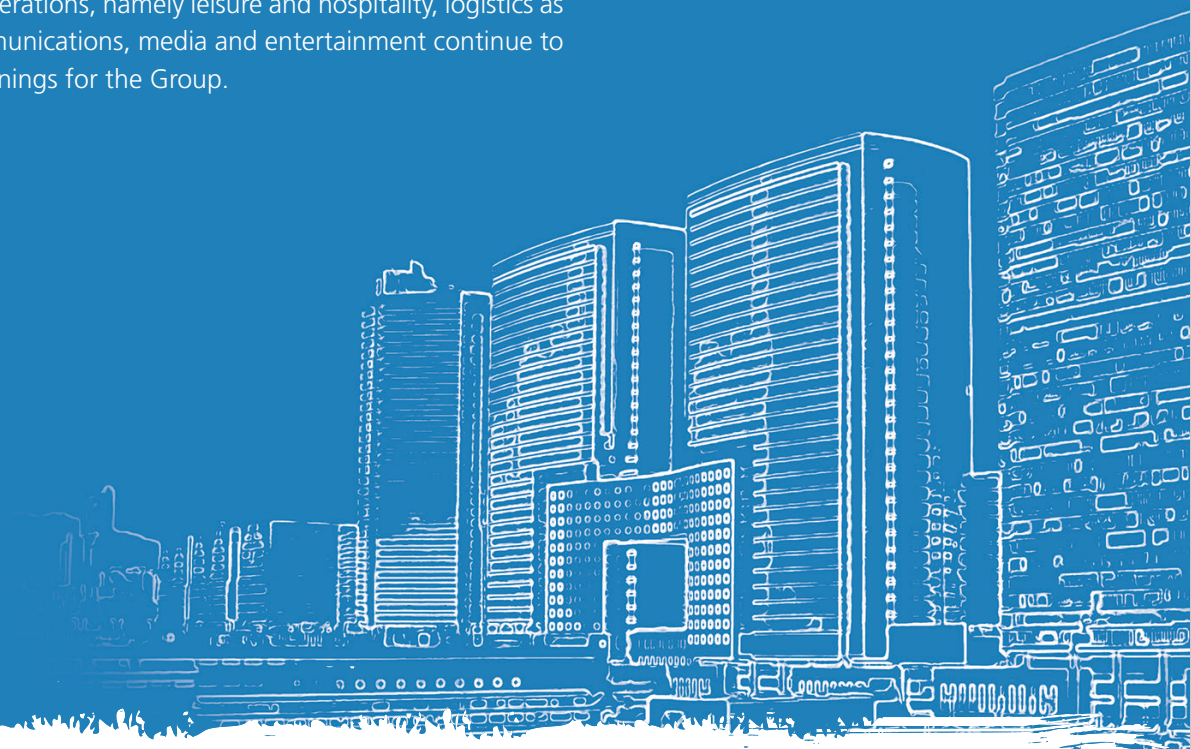
ABOUT WHARF

Founded in 1886 and headquartered in Hong Kong, Wharf (Stock code: 4) is a subsidiary of Wheelock and Company Limited (Stock Code: 20). The Group is a premier company with HK\$444 billion of total assets. Backed by our long standing mission of "Building for Tomorrow", the Group has a proven and consistent performance track record.

Being one of the top local blue chips in Hong Kong, the Group is active in Hong Kong and Mainland China with prime real estate a primary strategic focus. Site acquisition, development and marketing are our core competencies. Mall development and retail management remain our strategic differentiation.

Select investment properties form the backbone of our business model. Our investment properties portfolio in Hong Kong and Mainland China remains resilient, with a book value of HK\$310 billion and accounting for 76% of the Group's core profits in 2015. Wharf Hotels currently operates 14 hotels in the Asia Pacific region, six of which are owned by the Group. The conversion of Murray Building in Central, Hong Kong, into a Niccolo Hotel is scheduled to open in 2017.

Our other operations, namely leisure and hospitality, logistics as well as communications, media and entertainment continue to generate earnings for the Group.



2015 Financial Highlights[†]

Revenue



HK\$ **40,875** million

Core Profit



HK\$ **10,969** million

Staff Cost



HK\$ **3,632** million



Over **14,600** employees in
Hong Kong and Mainland China

Donation



HK\$ **37** million

Hong Kong Investment Properties

Revenue



HK\$ **12,165** million

Operating Profit



HK\$ **10,516** million

Total Gross Floor Area

12.2 million square feet

Footfall*

165+ million headcount

[†] Unless otherwise specified, the figures indicate the performance of the Group as disclosed in our 2015 Annual Report, including our business in Hong Kong, Mainland China and Singapore. For further information of our financial performance during reporting year, please refer to our Annual Report 2015.

* Figure includes Harbour City, Times Square and Plaza Hollywood.

Indirect Economic Impact

The Group's diverse businesses contribute indirect economic impact by creating job opportunities for our suppliers, contractors and subcontractors. Our shopping malls and hotel operations in Hong Kong each provided over 1,200 jobs along the supply chain during the year.

Market Presence[†]



Investment Properties

Wharf Estates Limited
(Wharf Estates / Shopping malls)
100%

Comprises three shopping malls in Hong Kong, namely Harbour City, Times Square and Plaza Hollywood. Harbour City and Times Square are flagships of the portfolio. Harbour City is a global landmark and an international showcase for retailers. Times Square is among the most successful vertical malls globally with a prominent 17-level mall design and expertly-managed trade mix.



Leisure and Hospitality

Gateway Apartments 100%

Located in Harbour City, offering 499 premium service apartments.

Pacific Club 100%

A luxurious private club located in Harbour City, with extensive facilities that fulfil the entertainment and business needs of its members.

Wharf Hotels Limited
(Wharf Hotels)
100%

Comprises three Marco Polo hotels in Hong Kong, namely Marco Polo Hongkong Hotel, Gateway Hotel and Prince Hotel. The three hotels are strategically located in Harbour City in Tsimshatsui with over 1,400 hotel rooms. The Marco Polo Hongkong Hotel is owned by the Harbour Centre Development Limited, a publicly listed company in Hong Kong (stock code: 51) with Wharf being the major shareholder (71%).



Logistics

Modern Terminals Limited
(Modern Terminals)
68%

A pioneer in the growth of the container terminal industry in Hong Kong and Mainland China ever since Hong Kong's first purpose-built container-handling facility was opened in 1972.

The "Star" Ferry Company, Limited
(Star Ferry) 100%

Acclaimed as one of the icons of Hong Kong and in operation since 1898, Star Ferry is a franchised public harbour ferry crossing service operator.



Communications, Media and Entertainment

i-CABLE Communications Limited (i-CABLE)
74%

An integrated broadcasting, communications, advertising and multi-media services provider in Hong Kong. Pay TV and internet and broadband are its two major businesses. i-CABLE is a publicly listed company in Hong Kong (Stock code: 1097).

Wharf T&T Limited
(Wharf T&T) 100%

One of the leading information and communication technology ("ICT") service providers and major business fixed line operators in Hong Kong focusing on the business sector, serving 90% of Hong Kong business customers.

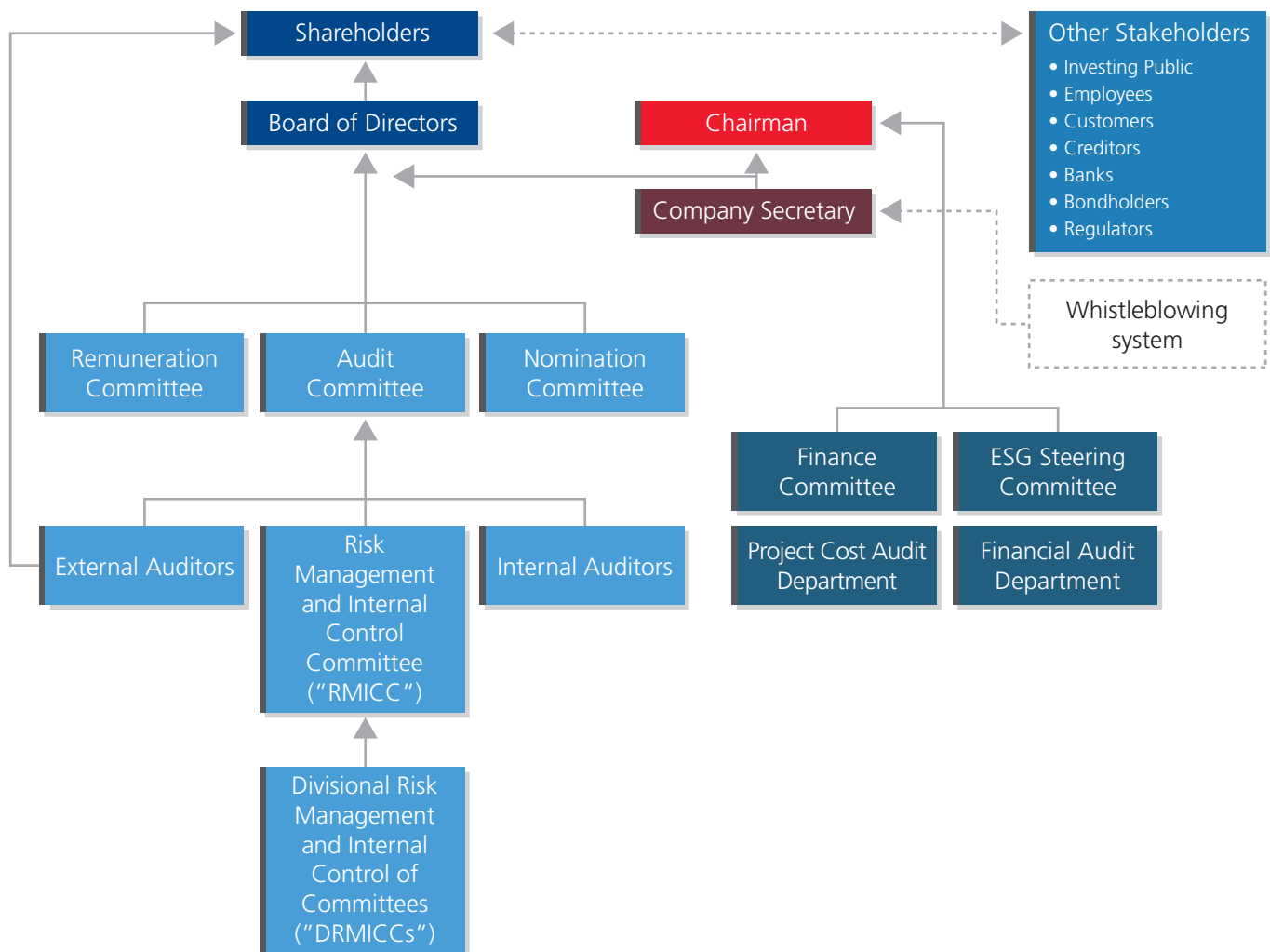
[†] In this report, we focus on selected operations in Hong Kong where Wharf is the majority shareholder or have an iconic impact within the community, including investment properties, leisure and hospitality, logistics as well as communications, media and entertainment, which account for 66% of our total business assets. We will gradually expand our reporting coverage to our other operations in Hong Kong and Mainland China.

Corporate Governance

Accountability, transparency and integrity remain the foundations of our corporate governance strategy. We are committed to complying with local laws and regulations, and going beyond regulatory requirements to achieve best corporate governance practices through a robust governance structure, sound risk management and internal control system as well as high standards of ethics and integrity.

Governance Structure

The Group's new risk management and internal control framework was established in June 2015:



The Board comprises 12 Directors as of 31 December 2015, with half of the Directors on the Board Independent Non-executive Directors (“INEDs”). This provides the Group with a good balance of skills and experience appropriate to the requirements of its business. The independence of the INEDs is assessed according to the relevant rules and requirements under the Listing Rules. The Board also adopts a Board Diversity Policy to enhance overall business performance as well as achieve sustainable and balanced development within the Company. Three Board Committees – the Remuneration Committee, Audit Committee and Nomination Committee have been set up to stipulate the function and governance responsibilities of the Board.

Composition of Wharf's Board of Directors

Age group			Gender		Ethnicity	
Under 30	30 - 50	Over 50	Male	Female	Chinese	Non-Chinese
0	1	11	10	2	10	2
0%	8%	92%	83%	17%	83%	17%

Risk Management and Internal Control

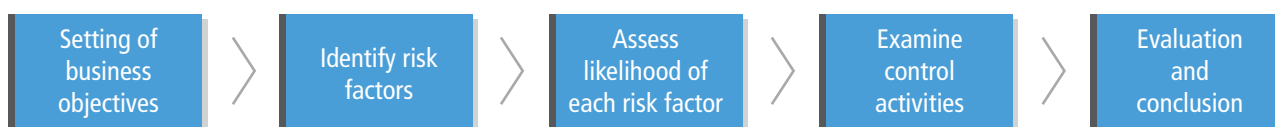
With a diversified range of business activities, the Group is operating in a dynamic environment with varying risk exposures according to different business segments. The internal audit function is responsible for ensuring compliance of laws, regulations and the Group's policies and standards. The risk management system, internal control measures and procedures of the Group and our business units are continuously under review and being improved where necessary in response to changes in business, operating and regulatory environments.

To enhance risk management and internal control systems of the Group, in November 2015, the terms of reference of the Audit Committee were updated to formally incorporate risk management into its scope of duties. Reporting to the Board, the Audit Committee is responsible for ongoing monitoring and evaluation of the effectiveness of the systems with the assistance of the following units:

Risk Management and Internal Control Committee (“RMICC”) replaces the former Internal Control Committee and is responsible for ongoing risk management and internal control systems of the Group. It comprises the divisional internal control committees of the business units and various functional departments including the Finance Committee, Project Cost Audit Department and Financial Audit Department.

Divisional Risk Management and Internal Control Committees (“DRMICCs”) act as divisional advisory bodies to assess the effectiveness of the risk management and control activities of each business unit. They are composed of key management staff together with those charged with the internal control functions.

Under the leadership of RMICC, system reviews are conducted based on the Committee of Sponsoring Organizations of the Treadway Commission* throughout the Group at least once a year. Each business unit, through the co-ordination of DRMICCs, conducts self-assessments through the process illustrated in the diagram below to identify, prioritise and manage corresponding risks in a systematic and effective manner.



* The Committee of Sponsoring Organizations of the Treadway Commission is a joint initiative established in the U.S. to provide thought leadership through the development of frameworks and guidance on enterprise risk management, internal control and fraud deterrence.

Upholding Standards of Ethics and Integrity

Well-established policies and management approaches are in place in the Group to stipulate our zero-tolerance stance on bribery, corruption, discrimination and any other unethical behaviour. Relevant internal documents, including but not limited to staff handbooks, Code of Conduct and ethical business conduct documents clearly state our expectations towards our employees, Board members, suppliers and business partners. Refresher training and talks are arranged on a timely basis to keep all relevant stakeholders abreast of our expectations and standards.

Whistleblowing Policy and Procedures, available on our website, are in place for our employees, business partners, local communities and general public to air their grievances regarding business or personal misconduct of our employees and business partners in a confidential manner.

For further information on our corporate governance performance, please refer to the Corporate Governance Report of Wharf's Annual Report 2015.



Awards and Recognitions (selected)



Award and Recognition (business unit)	Organiser
A constituent member of the Hang Seng Corporate Sustainability Index (Wharf)	Hang Seng Index Company Limited
HKQAA CSR Plus Mark (Wharf)	Hong Kong Quality Assurance Agency
Caring Company Logo at the Caring Company Scheme (Wharf and most of our business units)	The Hong Kong Council of Social Service
Good MPF Employer Award 2015/16 (Wharf and most of our business units)	The Mandatory Provident Fund Schemes Authority
Best Business Hotel (Wharf Hotels) Best City Resort Hotel (Wharf Hotels)	Voyage Magazine
Best News Reporting (TV) – Grand Award (i-CABLE)	The 7th Chinese University Journalism Award
"Certificate of Excellence" of HSBC Living Business Green Achievement Award (Gateway Apartments and Pacific Club)	The Hongkong and Shanghai Banking Corporation (HSBC)
Certificate of Merit (Pacific Club), Gold Award (Wharf T&T) at Hong Kong Awards for Environmental Excellence	Environmental Campaign Committee
Corporate Social Responsibility Award Winner 2015 – Containerisation International Awards (Modern Terminals)	Lloyd's List and Containerisation International
Finalist Award Winner (i-CABLE)	2015 New York Festivals
Gold award of CLP GREEN PLUS Award 2015 – Property Management – Shopping Mall (Harbour City)	CLP Holdings Limited
Gold Award (Star Ferry) and Silver Award – Website Stream (Modern Terminals) of Web Accessibility Recognition Scheme 2015	Office of the Government Chief Information Officer and Equal Opportunities Commission
Happy Company 2015 (Wharf Estates, Wharf Hotels and Star Ferry)	Promoting Happiness Index Foundation and Hong Kong Productivity Council
Manpower Developer (Wharf Estates, Gateway Apartments, Modern Terminals and Star Ferry)	Employees Retraining Board
Service Awards 2015 of Capital Weekly (Gateway Apartments)	Capital Weekly
The Best SME ICT (Product) Award – Special Mention in the Hong Kong ICT Awards 2015 (Wharf T&T)	Office of the Government Chief Information Officer

Memberships and Charters (selected)



Selected Membership and Charter (business unit)	Type of Membership
Carbon Reduction Charter and Carbon Audit Green Partner, HKSAR Government (Gateway Apartments, Pacific Club and Wharf Hotels)	Signatory
Communications Association of Hong Kong (i-CABLE and Wharf T&T)	Full
Employers' Federation of Hong Kong (Star Ferry, i-CABLE and Wharf T&T)	Corporate Member
Equal Opportunities Commission (Harbour City Estates Limited, Star Ferry and i-CABLE)	Corporate Member
General Stevedoring Council (Modern Terminals)	Member
Hong Kong Environmental Protection Department, HKSAR Government – Waste Check Charter (Pacific Club)	Signatory
Hong Kong General Chamber of Commerce (Harbour City Estates Limited and Modern Terminals)	Corporate Member
Hong Kong Hotels Association (Wharf Hotels)	Hotel Proprietor
Hong Kong Information Technology Federation Ltd. (i-CABLE)	Full
Hong Kong Software Industry Association (Wharf T&T)	Member
Institute of Hospitality (Wharf Hotels)	Member
Occupational Health & Safety Council (Wharf Hotels)	Corporate Member
Occupational Safety Charter, HKSAR Government (Wharf Estates and Star Ferry)	Signatory
Quality Tourism Services Association (Star Ferry)	Corporate Member
Telecommunication Regulatory Affairs Advisory Committee (i-CABLE)	Member
The Asia Pacific Network Information Centre (i-CABLE)	Large
The Chartered Institute of Logistics and Transport (Modern Terminals)	Member
The Hong Kong Polytechnic University Foundation (Wharf)	Ordinary Member
The University of Hong Kong Foundation (Wharf)	Honorary Director
Water Supplies Department, HKSAR Government – Let's Save 10L Water Programme (Modern Terminals)	Joint Declaration
World Wide Fund For Nature Hong Kong (Wharf)	Double Diamond

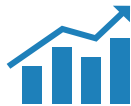
OUR APPROACH TO CSR

Our long-lasting mission of “Building for Tomorrow” creates a solid pathway to sustainable development. Together with the “Business-in-Community” banner, the Group strives to generate positive impact and lasting value for society. Our CSR approach aims to balance economic, social and environmental responsibilities with our corporate mission.



Our Focus Areas

The Group is committed to achieving holistic sustainable development in five areas:



Business Development

To sustain our economic performance while balancing the environmental and social impact through robust corporate governance and risk management.



Business-in-Community

To create positive impact and address social issues in the community by leveraging our business resources and actively engaging with our stakeholders.



Environment

To optimise the use of natural resources and minimise the impact our operations have on the environment by going beyond regulatory compliance, adopting best practices in business operations and active stakeholder engagement.



People

To become an employer of choice by fostering a rewarding, equitable and safe workplace for our people to unleash their full potential and develop their career in the company.



Products and Services

To deliver high quality products and services to our diverse customer base through regular health and safety assessments, supply chain management and customer engagement.

CSR Governance Structure

A systematic structure is in place to ensure our CSR strategies and approaches are effectively implemented across the Group. The structure is composed of the Wharf CSR Steering Committee, Cross-Business Unit CSR group and corresponding CSR governance bodies of our business units. Our CSR governance structure and corresponding responsibilities are displayed on the right:

WHARF CSR STEERING COMMITTEE

Chaired by the Group's Chairman

Composed of the Group's Vice Chairman, the Chief Financial Officer and representatives from key business units

Key responsibilities

- Formulate overall CSR strategies of the Group
- Align business development with the Group's CSR goals and commitments



Cross-Business Unit CSR group

Facilitated by representatives of

the Group's Community Affairs Department

Composed of representatives from different business units

Key responsibilities

- Monitor and keep track of CSR performances
 - Share best practices



CSR governance bodies of each business unit

Composed of senior executives from key functional unit(s) or department(s)

Key responsibilities*

- Align Group's CSR policies and strategies with corresponding operational approaches
- Identify operation-specific CSR risks and opportunities
- Develop management approaches and programmes to address concerns in the community

* Duties and responsibilities of each business unit may differ based on corresponding business nature

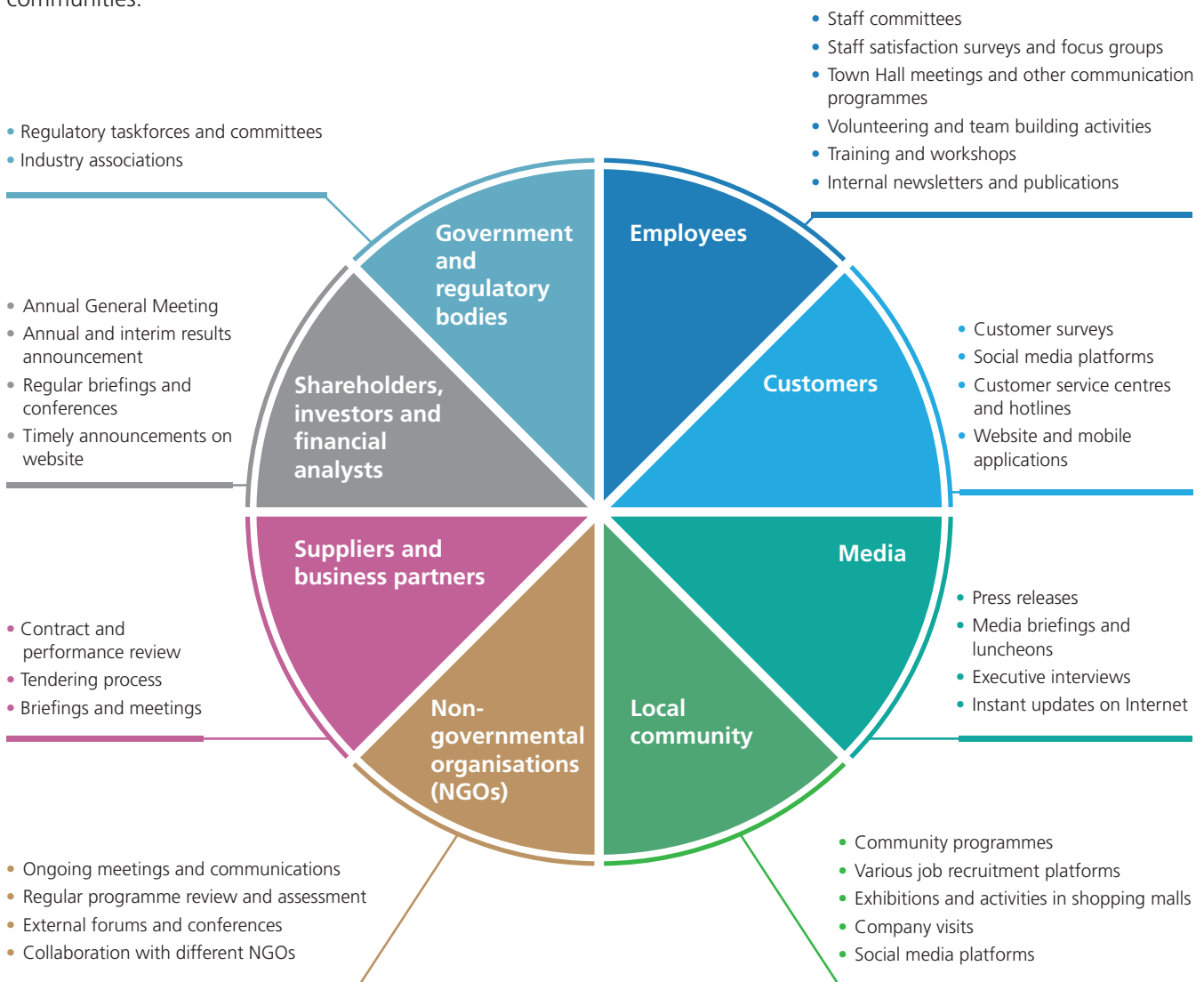
Stakeholder Engagement

Building an effective communications platform with our stakeholders is essential for us to understand their views and expectations, as well as to improve our day-to-day operational performance.

We identify stakeholders as those we interact with, under the influence of our operations or express their interests in the Group. Given our diverse range of business activities, our business units maintain close dialogue with relevant governmental bodies, industry associations and community parties to keep abreast of the latest industry issues and concerns of the communities.

Horizon Plus, our corporate magazine available on our company website, acts as an effective communications channel between the Group and general public. It features our management approaches, latest highlights and future plans on business development and community involvement of our operations in Hong Kong and Mainland China.

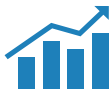
A summary of our key stakeholder groups and corresponding engagement channels is included below:



Stakeholder Engagement in 2016

In 2016, we commissioned an external consultant to conduct an extensive stakeholder engagement exercise with selected stakeholder groups to identify their views on our sustainability performance and to determine the sustainability aspects to be covered in this report.

The key insights of our stakeholders in each of our focus areas as well as our responses are outlined below.



Business Development

“Stakeholders suggested Wharf disclose more information on its CSR governance structure, its strategy for managing the most important sustainability aspects and how the Group is guiding the CSR efforts of its business units.”

Our response: The Wharf CSR Steering Committee is responsible for formulating the overall CSR strategy of the Group and business units. The Committee comprises senior executives of the Group. This allows for an effective top-down approach for our overall CSR management. A cross-business unit CSR group is responsible for updating corresponding CSR performance to the Group, as well as to sharing best practices with other business units.

For further details of our CSR governance structure please refer to P.14 of this section.



Environment

“Stakeholders suggested Wharf set targets for energy reduction.”

Our response: Currently Wharf does not have Group-level targets for environmental performance. Some of our business units, like Modern Terminals and Wharf T&T, have already adopted well-structured environmental management systems and set corresponding targets. We plan to benchmark the sustainability performance, including environmental performance, of our operations against industry and international standards, as well as to set Group-level targets in the future.

For further information on our environmental performance, please refer to P.32 - 37 of the Environmental section.



People

☞☞ *Stakeholders suggested Wharf should continue to improve employee well-being, especially in the catering and services operations. ☞☞*

Our response: We review our employee benefits package regularly to ensure we recruit and retain the best people. Different engagement channels and employee well-being programmes are in place to understand the concerns of our employees and foster a work-life balance culture in the workplace. Our flagship community programme – Project WeCan – also serves as a Group-wide platform to enhance the cohesiveness amongst employees across business units.

For further information on our employment and labour practices, please refer to P. 38 - 45 of the People section.



Product and Services

☞☞ *Stakeholders suggested Wharf explore more opportunities to improve its premises by hardware and software upgrade for delivering good quality products and services. ☞☞*

Our response: We review our operational performance regularly and identify areas for improvement. Our business units attain various international standards and provide appropriate training to our staff for operational excellence. We will continue to benchmark our performance against local and international industry standards to ensure our customers receive the best products and services.

For further information on our products and services, please refer to P. 46 - 51 of Products and Services section.



Community

☞☞ *Project WeCan receives very positive feedback from society and stakeholders suggested Wharf should conduct impact assessment to understand the impact of the programme in the community. ☞☞*

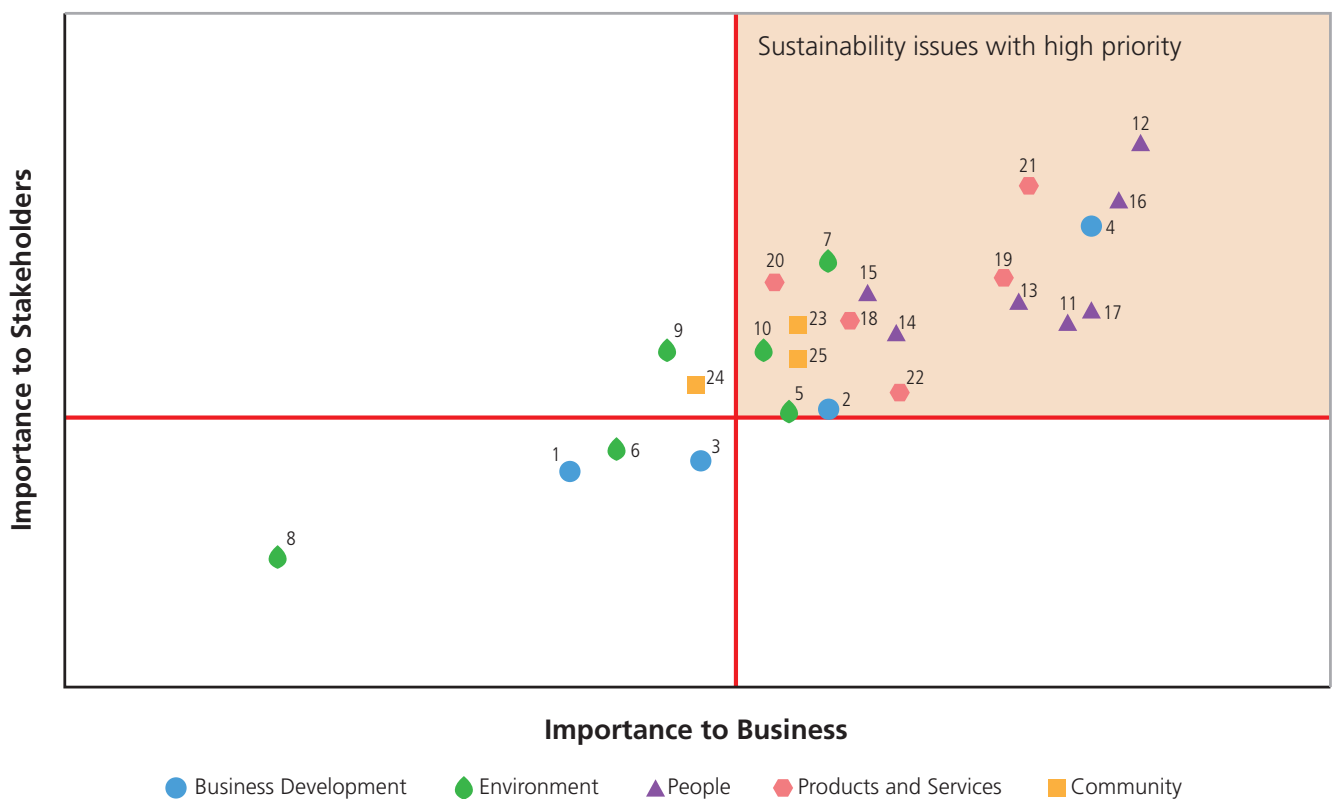
Our response: Being our flagship community involvement programme, Project WeCan has provided support for 50 secondary schools and benefited around 42,000 students in 2015. We regularly communicate with our project partners and WeCan schools to assess the effectiveness of the programme. We have commissioned an independent academic partner to conduct an impact assessment for Project WeCan, aiming to further enhance our programmes and create better impact in the community.

For further information on Project WeCan, please refer to P. 21 - 23 of Business-in-Community section.

Materiality Assessment

To identify and prioritise the most significant sustainability topics to be covered in this report, stakeholders were invited to assess a comprehensive list of sustainability issues in relation to the Group as a whole and our business operations in particular. The GRI G4 aspects were carefully considered in compiling the list of issues.

To prioritise the issues, both internal and external stakeholders were asked to rate the importance of each issue from a stakeholder or business perspective in two online surveys. A list of material sustainability issues was identified and regarded as important to both our stakeholders and the business. In addition, a boundary mapping exercise was conducted to understand where each of the material issues impact – within or outside the operation of the Group. The sustainability issues in the shaded region of matrix diagram below were regarded as material and approved by the Wharf CSR Steering Committee.



The followings are not regarded as material sustainability issues:



Business Development

- 1 Economic Impact
- 3 Stakeholder dialogue and grievance mechanisms



Environment

- 6 Use of materials
- 8 Biodiversity
- 9 Waste management



Community

- 24 Social integration

Materiality Aspects and Boundary Mapping

The chart below outlines material sustainability issues with corresponding focus operations and boundary:

#	Material sustainability issue	Focus operation*	Corresponding section in report	Boundary: within Wharf Group	Boundary: outside Wharf Group		
					Suppliers/ Contractors/ Service providers	Customers	Neighbouring community
2	Corporate governance and risk management	Wharf Group	About Wharf Our Approach to CSR	✓	✓	✓	✓
4	Compliance with laws and regulations	Wharf Group	About Wharf	✓	✓	✓	✓
5	Energy consumption	Investment Properties Leisure and Hospitality	Environment	✓			✓
7	Water consumption and effluents management	Logistics Leisure and Hospitality	Environment	✓			✓
10	GHG emission and pollution control	Logistics	Environment	✓			✓
11	Employee attraction and retention	Wharf Group	People	✓	✓	✓	
12	Ethics and integrity	Wharf Group	People	✓	✓	✓	✓
13	Workplace practice	Wharf Group	People	✓	✓		
14	Human rights	Wharf Group	People	✓	✓		
15	Training and development	Wharf Group	People	✓	✓	✓	✓
16	Occupational health and safety	Wharf Group	People	✓	✓	✓	
17	Employee wellness	Wharf Group	People	✓			✓
18	Product and service responsibility	Investment Properties Leisure and Hospitality CME	Products and Services	✓	✓	✓	✓
19	Customer health and safety	Investment Properties Leisure and Hospitality CME	Products and Services	✓		✓	✓
20	Customer engagement and satisfaction	Wharf Group	Products and Services	✓		✓	
21	Customer privacy	Leisure and Hospitality CME	Products and Services	✓		✓	
22	Procurement and supply chain management	Logistics Leisure and Hospitality	Products and Services	✓	✓		✓
23	Direct and indirect contribution towards communities	Wharf Group	Business-in-Community	✓			✓
25	Community engagement	Wharf Group	Business-in-Community	✓			✓

* Disclosure of sustainability performance is based on focus operation(s) listed in the table, corresponding performance of other operations will also be included where appropriate.

BUSINESS-IN-COMMUNITY

The Group firmly believes that business and community are inextricably intertwined. Encompassed by our Business-in-Community approach, we are committed to building a sustainable community by leveraging our business resources, with focus on nurturing youth, supporting the needy and promoting art and culture. We develop long-term partnerships with various community organisations, governmental bodies and industry associations to better understand communities' needs and concerns. Assessment of our key community programmes are conducted regularly to ensure maximum impact for our beneficiaries.



Project WeCan

Project WeCan ("WeCan") is an open-platform initiated by Wharf, aligned with its Business-in-Community vision. Launched in 2011, the project is designed to empower students who are disadvantaged in learning with opportunities and programmes that will engage them, nurture their confidence and inspire them to pursue higher studies and fulfilling careers. We call upon our corporate partners, professionals, other institutes and organisations to work closely with schools in a multi-year partnership. In 2015, the project has scaled up to serve a total of 50 schools, benefitting over 42,000 students in Hong Kong.



Project WeCan
「學校起動」計劃







Project Model and Philosophy

In Hong Kong, around 20% of secondary school graduates go on to pursue further studies at publicly-funded universities. For the remaining 80% of secondary school students, we believe they can unleash their potential and contribute positively to society through proper guidance and greater exposure to opportunities. We believe that supporting student development does not only help the younger generations but also benefits the community as well as our long term business development.

The "adopt a school model" allows our project partners to develop close relationships with schools by providing financial assistance, expertise, equipment and volunteer support. Leveraging our corporate network advantages, a joint-school resources sharing platform was established to provide efficient and cost-effective support to the schools. We engage with our WeCan partners and schools regularly to understand their needs. Evaluation of overall project and corresponding programmes are conducted annually and after events respectively to ensure the project remains impactful.

Project Development

Now in its fifth year, the project has served 50 schools in Hong Kong, increasing more than threefold since its launch in 2011. During the year, six more partners joined the project, bringing the total number of WeCan partners to 35. The Group and our WeCan partners continue to utilise their resources to support students from the WeCan schools through various programmes and activities.

	Phase 1 (2011)	Phase 2 (2015)
 Secondary schools	11*	50
 Students	10,000	42,000
 Corporate partners	11*	27
 University partners	1	3
 Consulate partners	0	3
 Other partners	0	2

* Project WeCan began with 11 schools and 11 corporate partners under the "Phase 1" model in 2011. Three more schools and partners started their collaboration under the same model in 2013.

Project WeCan Programme Highlights



Young Innovators Bazaar is an annual joint-school event for our students from *WeCan* schools to run their own business from scratch. With the support from our *WeCan* partners, students learned how to prepare business plans, carry out market analysis and product development, and compete with other *WeCan* schools during the bazaar period. Compared to 2014, 25 schools (79% increase) with 900 students (350% increase) participated in the 2015 bazaar.

English WeCan was launched in May 2015 in collaboration with The Chinese University of Hong Kong ("CUHK"). The programme aims to help develop students' competency as well as their self-confidence in English learning. 40 CUHK students and 26 corporate volunteers provided face-to-face practice with about 200 Form One students from 25 *WeCan* schools.



Shape Our Future: WeCan! – Project WeCan Career Exploration Day was launched in collaboration with YWCA. Nearly 5,000 students from 50 *WeCan* schools joined this career and life planning programme. Held on two separate days, the programme provided students with a series of career-orientation activities including assessments, job tasting activities, consultation and talks to identify their interests and strengths for career planning.

WeCan Scholarship Scheme provides financial support to students from WeCan schools to pursue four-year first degree courses in the eight University Grants Committee ("UGC") funded universities and The Hong Kong Academy of Performing Arts. The scheme successfully supported 58 graduates from WeCan schools in 2015.



Teachers' Development Day 2015 was organised in October for 2,600 principals and teachers from 50 WeCan schools at Queen Elizabeth Stadium. A series of talks were conducted to discuss and reflect on the value of education during the event.

Project WeCan Programmes Organised by Our Partners



Business workshop by DBS Bank to provide business grooming and banking workshop for 80 students from Lee Kau Yan Memorial School



Arranged company visits for students to better plan their career



BNP Paribas conducted mock interviews for Man Kiu College



Job-tasting activities to equip students with hands-on experience to explore vocational choices

Youth Development



The Group understands supporting youth is one of the best ways to foster sustainable social development. Every year we put huge efforts into fostering youth development through organising internships, competitions and scholarships as well as partnering with NGOs to address community needs.

Architectural Design Internship Programme

The Architectural Design Internship Programme continues to groom local architectural talents through offering internship opportunities to prestigious architectural firms around the world. Up to 2015, the Group has sponsored a total of 16 architecture postgraduates from The Chinese University of Hong Kong and The University of Hong Kong to intern at renowned architecture firms in France, Germany, Italy, Switzerland, United Kingdom, India and Japan.



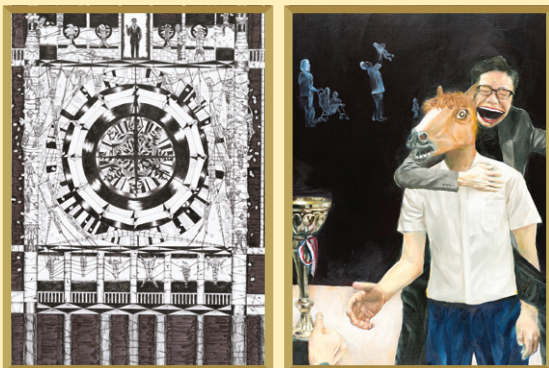
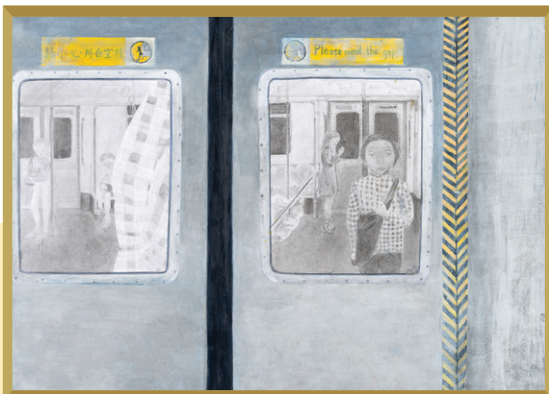
Supporting "Hang Out" of Youth Outreach

Wharf has been providing financial assistance to Youth Outreach since 2012 for extending operating hours of "Hang Out", the centre that offers shelter and counselling services for youth-at-risk. This allows more youngsters to visit the centre and hence increases the number of youth counselled. As of 31 December 2015, a total of 31,702 youngsters* received counselling services, 38.9% increase compared to 2014. Staff from i-CABLE, one of our business units, regularly organises basketball matches with the youth to build up their self-esteem.

* Calculated by headcounts

The Wharf Hong Kong Secondary School Art Competition

The Wharf Hong Kong Secondary School Art Competition aims to unleash the creative potential of young home-grown talent. Over 2,000 art works were received from 200 schools in the competition, with the top 18 finalists invited to participate in a short-term art course and exchange tour in Shanghai to broaden their horizons and enrich their exposure to art and culture. During the year, the Group granted full funding to support two awardees of the competition to pursue their art and culture related studies at top notch universities.



Selected art-work of the competition

Art and Culture



The Group endeavours to enhance public awareness of art and culture through organising art and culture related exhibitions and forming partnerships with both local and international artists. In 2015 we organised over 13 art and culture related exhibitions at our shopping malls. The Gallery by the Harbour in Harbour City successfully created a freely accessible space for sharing high quality art, cultural events and exhibitions in the city.



Asia Hotel Art Fair

In March 2015, Harbour City partnered with AHAF Hong Kong Operation Committee and Marco Polo Hongkong Hotel to organise the sixth Asia Hotel Art Fair. Over 5,000 art works from 70 premium galleries were displayed inside Harbour City and Marco Polo Hongkong Hotel as well as the public space outside the shopping mall. During this period we also engaged with our tenants and decorated their shops in line with the theme of the Fair. In addition, a charitable event was held to share the joy of art creation among children. Upon receiving an artwork, a box of colouring pens would be donated to children in need. The artworks collected were displayed in Harbour City in recognising their love and creativity.



Case Study: Living Room Museum

The Living Room Museum at Times Square was officially opened on 8 January 2015, with a view to creating an urban living room for sharing high quality art, cultural events and exhibitions in the community.

Designed by two final year students of the Masters of Architecture degree programme of The Chinese University of Hong Kong, the museum features the concept: "Sometimes", incorporating elements of flexibility and openness. The modularity of the museum allows fast and easy onsite installation and demolishment based on the needs of shows and exhibitions. The unique framework also allows the museum to be transformed into open, semi-open or closed form, depending on the needs of the exhibition and activities. The major building materials are steel and acrylic, which provide an open and welcoming character and foster social integration in the heart of Hong Kong.



Community Care and Volunteer Activities



We continue to support the communities and serve people in need through financial and pro bono donations and volunteer activities. During the year, over 1,000 employees contributed over 12,000 volunteer hours of community service to community welfare, environmental protection, education, elderly and child services, etc. Regular monitoring is in place to ensure the donations benefit the communities properly and effectively.

Volunteer Services

Wharf has supported Wu Zhi Qiao (Bridge to China) Charitable Foundation for the fifth year to support rural village development in Mainland China through financial donations and voluntary assistance. In August 2015, students and teachers from Project WeCan schools and volunteers from our business units were invited to Xingguang Village of Chongqing, China for local development works, including bridge construction, amenities enhancement and other community improvement projects.



Venue Sponsorship

Our shopping malls provide venue sponsorship for governmental bodies, industry associations, NGOs and voluntary groups and has organised over 60 events with a charitable, environmental or educational purpose.

Star Ferry offers venue sponsorship for various NGOs and voluntary groups in support of an environmentally friendly and healthy lifestyle. At the Central Pier 7, a Farmers' Market is held weekly to allow people to purchase local organic products from local farmers, while Support the Employment of People with Disabilities ("SEPD") Market is held on Saturdays for the sale of handicrafts made by persons with disabilities.

Ferry Services Sponsorship

Star Ferry has been supporting people in need by offering discounted or complementary ferry service for 34 years. In 2015, 989,279 elderly* and 57,424 persons with disabilities* enjoyed the free rides and concessionary fares respectively.

*Calculated by headcounts

Raising Awareness in the Community

Making a Difference is a television programme produced by i-CABLE featuring stories with themes related to poverty alleviation, equal opportunities, youth education and elderly development. It was ranked as the top 12 programmes in the latest TV Programme Appreciation Index Survey by the Public Opinion Programme of The University of Hong Kong. Over 100 stories in Hong Kong and overseas regions were featured during the year.



Selected Volunteer Activities of Our Business Units

Wharf Estates

Feeding Hong Kong Bread Run Programme

Volunteers of Wharf Estates participated in the Feeding Hong Kong ("FHK") Bread Run Programme. They collected surplus bread and sandwiches from shops at closing time and redistributed them via FHK's charity network. Over 1,929 pieces of bread were collected from 44 stores and benefited nine NGOs and schools.



Wharf Hotels

Kids Christmas Party

In December 2015, Kids Christmas Party was held with game booths and refreshment for children from Heep Hong Society Cheung Sha Wan Centre. 120 children and their families enjoyed a very happy day.

Gateway Apartments

Knitting for the Elderly 2015

For the 4th consecutive year, Gateway Apartments co-organised "Knitting for the Elderly" with the Salvation Army, inviting its residents to give out hand-made scarves and goody bags to elderly in need.



Pacific Club

Serving the Elderly

Students from Project WeCan were invited to make dim sum, receive training on food and beverage services, and serve the elderly during a luncheon event.

Modern Terminals

Mid-autumn Visit for Elderly

Organised by the Lau Hon Shuen Memorial Family Joy Centre, the company volunteer team together with their family members and students from Cotton Spinners Association Secondary School ("CSA") visited elderly homes in Kwai Chung Estate on 19 September 2015 and brought them biscuits and moon cakes to celebrate the Mid-Autumn Festival.



Star Ferry

Lok Sin Tong Buddy Dragon Boat Festival Volunteer Event

Staff of Star Ferry visited elderly and low-income families and deliver goody bags to share love and care.

i-CABLE

Coastal Cleaning Programme

In cooperation with Tai Po Geoheritage Centre, for the second year, i-CABLE and students from its WeCan partnering school participated in the coastal cleaning programme and collected 200kg of rubbish in Ma Shi Chau.



Wharf T&T

Noah's Ark Communion Fun Day

In July 2015, staff volunteers from What T&T had an adventurous journey at Noah's Ark in Hong Kong with children from Hong Kong Christian Service ("HKCS") Tin Tsz Small Group Home and mentally incapable adults from HKCS On Wah Day Activity Centre.

ENVIRONMENT

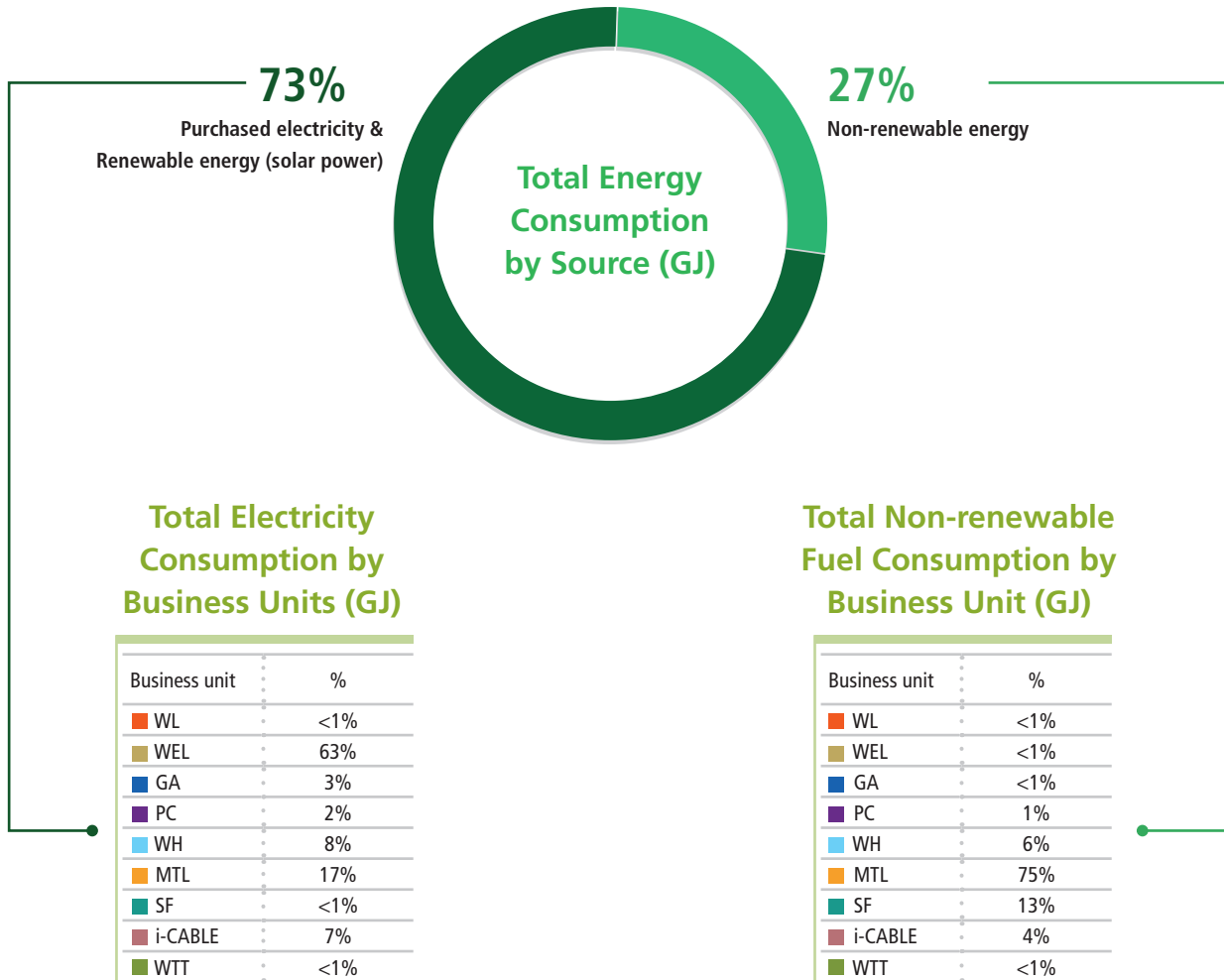
At Wharf, we are committed to improving our environmental performance by implementing systematic management across our operations. In various business units, a dedicated task force is in place to identify environmental risks and set precautionary approaches to mitigate negative impacts on the environment. Members of the task force comprise senior management executives or employees from key functional units to ensure effective management of our environmental performance.



Index

■ WL: Wharf Head Office ■ WEL: Shopping Malls ■ GA: Gateway Apartments ■ PC: Pacific Club
 ■ WH: Wharf Hotels ■ MTL: Modern Terminals ■ SF: Star Ferry ■ i-CABLE: i-CABLE ■ WTT: Wharf T&T

Total Energy Consumption by Source (GJ)



Scope 1 + 2 Carbon Dioxide Equivalent Emissions by Business Unit (tonne)

Business unit	%
WL	<1%
WEL	56%
GA	2%
PC	2%
WH	7%
MTL	24%
SF	2%
i-CABLE	6%
WTT	<1%

Municipal Water Consumption by Business Unit (m³)*

Business unit	%
WL	<1%
WEL	50%
GA	5%
PC	7%
WH	30%
MTL	7%
SF	1%
i-CABLE	1%
WTT	<1%

* Municipal water consumption data of WL is included in that of WEL

Energy Consumption



The Group relies on energy, including purchased electricity and other non-renewable fuel types, for business operation as well as products and services delivery. Purchased electricity is a major source (73%) of energy consumption and 63% of the electricity used comes from our shopping mall operations. Our business units continue to optimise energy consumption through upgrading facilities, adjusting operational practices and encouraging behavioural change in our customers.

Upgrading Facilities and Equipment

Significant upgrades of lighting and air-conditioning systems continue to take place across our premises to improve energy consumption. In shopping malls, replacement of lighting systems with more energy efficient ones has resulted in estimated savings of 13,000 GJ per year. Air-conditioning and ventilation equipment was also replaced with or retrofitted to more energy efficient variable speed drives ("VSD") and water-cooled chillers. Regular maintenance work is in place to ensure the facilities and equipment are under optimal performance. To further enhance energy consumption management in our operations, we are currently standardising lighting system practices for Times Square and conducting feasibility studies on using LED hoarding lights for our shops and restaurants during the renovation and reinstatement period. Solar panels on the roof top of Harbour City and Gateway Apartments continue to generate clean energy in supporting operation of our premises.

In our leisure and hospitality operations, various facility and equipment upgrading plans were completed or are in progress during reporting year. For example, conversion of gas boiler system into heat pump systems and replacements of sea water pumps with variable speed drives in our hotels are targeted to be completed in 2016; a light zoning system was established in Gateway Apartments during the year to optimise energy use; and a new tennis bubble was installed in Pacific Club for better thermos-insulating effects to reduce energy consumption.



Replacement of LED street light poles in warehouse building was completed in 2015, achieving an estimated 80% of energy savings compared to 2014 (Modern Terminals)



Tennis bubble was replaced with one of better thermo-insulating effect, reducing 35% of energy consumption compared to 2014 (Pacific Club)

Adjusting Operational Practices

We review our operational practice and identify energy saving opportunities on a timely basis. Across our premises, parts of the elevator and lift services are suspended during non-peak and non-office hours. Sensors were also installed to turn off lighting and air-conditioning automatically when not in use. In our shopping malls, different energy optimisation initiatives are implemented in office premises during the reinstatement period, such as pre-setting temperature at 28 degree Celsius in Times Square, reducing airflow supply and turning off fan coil units in Harbour City. In Wharf Hotels, regular training is provided to our staff to encourage environmentally friendly behaviour in the workplace.



Book Swap held in June 2015 to collect second-hand books from our staff and office tenants (Harbour City)

Influencing Customer Behaviour

The energy consumption of our shopping mall and leisure and hospitality operations depends largely on the behaviour of our tenants and guests. We continue to encourage our customers to adopt an environmentally conscious mindset. In our shopping malls, guidelines are in place to promote energy saving initiatives amongst our tenants. In hotels and apartments, green tips are placed at prominent positions to encourage our guests to turn off lights and electronic appliances when not in use. Electric vehicle charging facilities have been installed at our shopping malls and Pacific Club in order to facilitate a greener lifestyle for our customers and club members. Different activities are organised to promote environmental awareness of our staff, tenants and customers.



Electric vehicle charging facilities (Pacific Club)

Facilities and Equipment

(i) Air-conditioning:

- Replacement of air-cooled chillers with water cooler chillers
- Replacement of air handling units with variable speed drivers
- Regular maintenance of air-conditioning systems

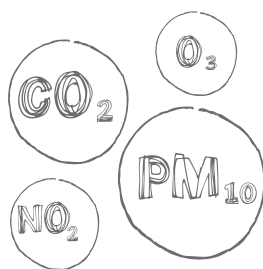
(ii) Lighting:

- Solar panels to provide green energy for clean energy for staircase lighting in buildings of Harbour City
- Replacement of lighting with more efficient ones e.g. LED lights and T5 lightings
- Install sensors to turn off lights automatically when those are not in use
- Saving over 13,000 GJ of our three shopping malls

Behavioural Change

- Pre-set temperature at 28 degree Celsius when shops are under reinstatement process
- Suspend parts of the elevator and lift services during non-peak and non-office hours
- Installation of electric car chargers
- Venue sponsorship to promote environmental awareness
- Training programmes for staff and tenants

Pollution Control



Our logistics operations are a major source of non-renewable fuel consumption, contributing to 327,470 GJ, or 88.5%, of overall consumption, as well as contributing to corresponding air emissions and effluent discharge. Various approaches have been implemented to mitigate negative impacts on the environment.

Air Emissions

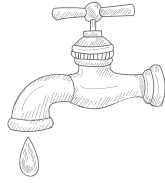
At Modern Terminals, continuous efforts have been put into reducing reliance on fossil fuels to power industrial-scale equipment in terminal operations. In 2014, all Rubber-tyred Gantry ("RTG") Cranes were converted to electricity and hybrid powered to reduce the impact of air emissions on the surrounding environment. Initiatives are also in place to reduce fuel consumption of E-RTGs and tractors during operation. All the E-RTGs and tractors in the terminal areas purchased after the year 2013 are compliant with EU Stage IIIA emission standards or above to minimise air pollutant emissions. New emission targets were set in 2015 for its container operation in Hong Kong and Mainland China (10kg $\text{CO}_2\text{e}/\text{TEU}$ by 2018, 30% reduction from base year 2008) and break-bulk cargo operation in Mainland China (1.7kg $\text{CO}_2\text{e}/\text{ton}$ in 2018, 11% reduction from base year 2013).

Star Ferry is currently using environmentally friendly fuel, with a sulphur content of less than 0.05% of fuel mass. A retrofitted seawater scrubber was installed in one of the ferries to enhance the pollutant cleansing process from the engine. Relevant installation plan is in progress to install the device in our other ferries. Star Ferry maintains constant dialogue with academic institutes and government authorities to explore more environmentally friendly operational approaches.

Effluent Management

At Modern Terminals, we place great emphasis on water quality monitoring and spillage prevention. Sewage from the terminals is treated through underground fuel interceptor facilities before being discharged into the sea. Regular water quality and facility inspections are in place to ensure sewage discharged is compliant with local regulatory requirements. Emergency Response for Chemical Spillage has been developed, detailing staff appropriate actions to be taken for any accidents of chemicals spillage or leakage in terminal areas.

Water Consumption



The Group is acutely aware of water resources consumption across our operations. Among our business units, shopping malls and Wharf Hotels contributed to the majority (50% and 30% respectively) of our total water consumption. During the year we continue to enhance our operational water consumption through installing water conserving devices across our premises and encouraging behavioural changes in our staff and customers. In Pacific Club, 22,000 litres of rain water was collected from the roof top for plant watering as well as carpark and driveway cleaning.



Replacing conventional toilet basin tap with automatic sensor faucets, saving about 25% of water usage (Pacific Club)



Posters and notices are displayed to remind staff and our customers to conserve energy and water (Pacific Club)

Waste Management



More dishes are prepared as "cook immediate" in buffet to reduce food leftover (Pacific Club)

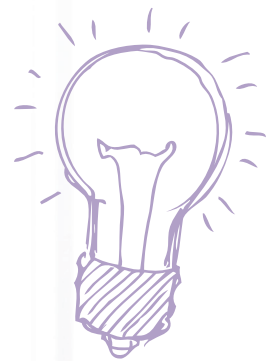


Smaller portions of food are prepared in buffet to allow customers to better estimate the amount of food they need (Wharf Hotels)

Our business units have implemented various approaches to address waste production and reduce the amount sent to landfills. Food waste decomposers are in place in our shopping malls to collect food waste from our tenants and hotels. In Wharf Hotels and Pacific Club, dining styles and food portions are adjusted to better estimate the amount of food our customers need and thus reduce the amount of food waste produced. Wharf Hotels partners with Soap Cycling, an NGO which collects and recycles used soap and distributes it to underprivileged families and schools around the world. Across our premises and office areas, recycling bins are strategically located to encourage waste separation awareness amongst our staff and customers.

PEOPLE

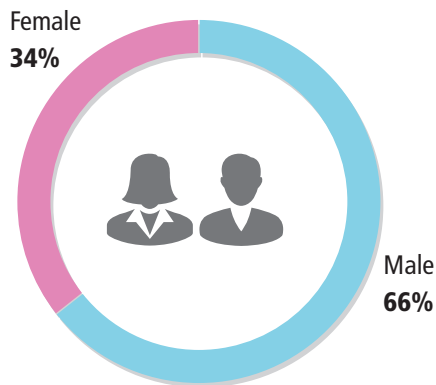
We are committed to building a strong team of employees who share our business mission and objectives. Human resources policies and management approaches across our business units are reviewed regularly to ensure they comply with requirements of local laws and industry requirements, as well as support business growth and employee development.



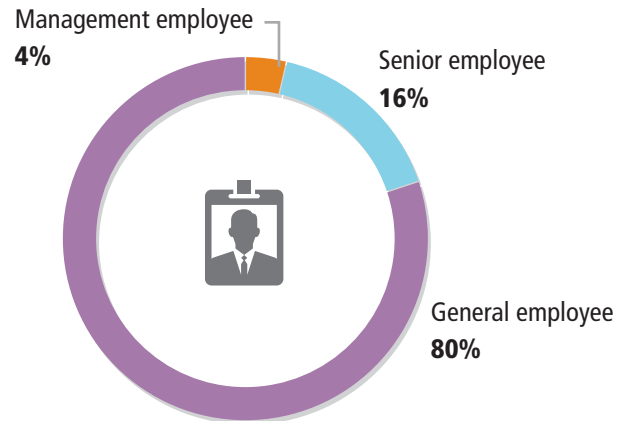


Employee Profile

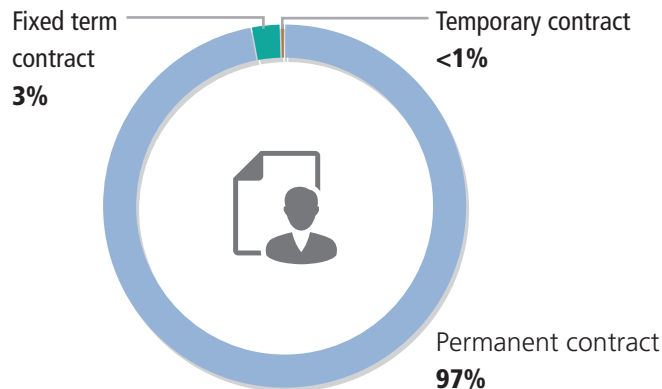
By Gender



By Employee Category*



By Employment Contract

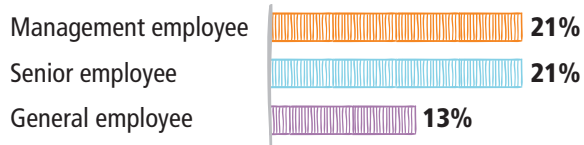


* Breakdown of employee category from Wharf Hotels' corporate office in 2015 is not available.



Employees Receiving Anti-Corruption Training (%)

By Employment Category

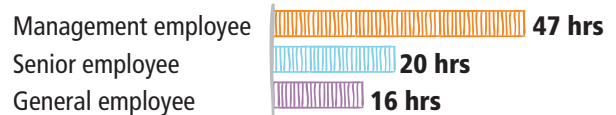


Average Hours of Training (hrs)

By Gender



By Employee Category



Work Related Fatality Case: Nil



Work Related Injury Rate (per 1,000 employees)



Male: 27.13



Female: 25.18

An Inclusive Culture



We strive to promote an inclusive and supportive culture where our employees are treated with dignity and respect. We achieve this by setting a high bar in terms of ethics and integrity, understanding employees' needs and concerns and fostering a healthy work life balance.

Ethical and Supportive Workplace

We set stringent requirements to uphold our standards on ethical and equitable business practices. All our employees are required to comply with policies and regulations related but not limited to code of conduct, business ethics, conflicts of interests, anti-corruption, anti-discrimination and privacy data handling. Relevant training is in place during employees' induction period, while talks and seminars are organised regularly to refresh understanding. Any violations of the above aspects will be investigated by relevant management or authorities accordingly. During the year, no confirmed cases of the above aspects were identified.

Committed to being a responsible employer, relevant policies and programmes are launched to foster workplace diversity and equal opportunities across our operations. At Wharf Estates, disabled-friendly policies are in place to create an inclusive workplace for our employees. At Wharf Hotels, hearing impaired staff are employed for providing supporting work in kitchens. Regular communication is in place to ensure physically challenged employees can perform their job duties in a safe and comfortable environment.



Talks by the ICAC are held regularly for our employees to recap regulations and proper business behaviour (Wharf Estates)



Annual Associates Party and BBQ Gathering were held to promote the understanding of staff from different races and cultures (Wharf Hotels)



Family Care Room provides a supportive environment to enable breastfeeding employees to express their milk during working hours (Wharf T&T)

Employee Engagement

Maintaining regular and frequent dialogue with our employees is crucial in establishing a healthy working culture. Regular performance reviews are conducted to understand their needs and aspirations on career development. Various communications channels are in place across our business units to ensure effective dialogue between staff and management. Examples include Town Hall Meetings and Monthly Get Together at Modern Terminals, the “Let’s Chat” intranet system at Wharf Estates, comment cards at Wharf Hotels, annual employee engagement surveys of various business units, etc. Comments and feedback are reviewed by senior management or corresponding departments to ensure they are followed up efficiently and effectively.

Employee Wellness

The Wharf Staff Recreation Committee and other business units’ staff associations regularly organise recreational activities to foster holistic employee well-being of our employees. These include annual dinners, sports games, family outings, one-day tours, interest classes, theme park visits, etc.



Case study: The “Staying Young” Series of Wharf Estates

During the year, Wharf Estates organised a series of employee wellness activities with the theme of “Staying young” to advocate youthful energy in the workplace. Employees were invited to participate in an array of activities such as nutrition seminars, image & styling workshops, exercise classes, DIY Lego racing car competitions, etc. Staff family members were also invited to join the activities.



A Strong and Committed Workforce



The Group places great emphasis on building and cultivating a workforce that aligns with our business needs. Our business units regularly benchmark corresponding remuneration packages, workplace and labour practices against market standards to attract those who share our business philosophy and visions. A wide range of training programmes are in place to support our employees to build capacity and achieve professional career growth.

Talent Attraction and Retention

Our business units develop various recruitment platforms to recruit the best people. For example, Modern Terminals partners with the Institute of Vocational Education (“IVE”) to provide training opportunities for engineering students. Our hotel cooperates with local educational institutes such as HKU SPACE Po Leung Kuk Stanley Ho Community College, The Hong Kong Polytechnic University SPEED and YMCA College of Careers to recruit trainees and associates. Recruitment talks and seminars are held regularly at educational institutes for students to gain a better understanding of our corporate culture and employment opportunities.



Recruitment talk in educational institutes for attracting talents (Modern Terminals and Wharf Estates)

We provide competitive remuneration and benefits for our employees in recognition of their hard work and contributions. Our full-time employees are remunerated with a performance based bonus in addition to their monthly basic pays and enjoy benefits* including but not limited to voluntary contributions to MPF from the employer, paid annual leave, maternity leave, paternity leave, sick leave, marriage leave, periodical health checks, medical and hospitalisation coverage, counselling services, subsidised meals and products and services. We review the employment package and wellness activities regularly to ensure they comply with local laws and regulations as well as attract and retain the best people.

* Benefits offered to our full-time employees may vary among business units. Family members of employees, depending on business units and type of employees, may enjoy benefits such as medical coverage, counselling services and subsidised meals.

Training and Development

During the year, we provided over 100,000 hours of training to our employees. All of our full time employees receive induction and on-the-job training to adapt to the working environment, corporate culture and requirements. Our business units regularly review the effectiveness of the training programme to ensure those align with business development and enhance employees' professional growth. The table below outlines the key training programmes for staff of our business units.

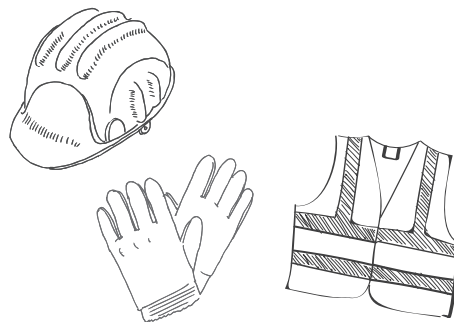
Business Unit	Key training activity	Targeted employee group	Description
Wharf Estates	Executive Intelligence	Managerial staff	Strengthen leadership and management capabilities to drive business performance
	Wharf Institute of Service Excellence (WISE)	Frontline staff in shopping malls	Provide attentive customer service
Gateway Apartments	Occupational Health & Safety Training	Technical staff	Provide 3-hour training per month
Pacific Club	Train-The-Trainer Workshop	Departmental trainers	Staff will be able to understand and apply adult learning principles to teach colleagues after the workshop
Wharf Hotels	Marco Polo Way	All newly joined associates	Half-day training including corporate mission and vision, values and expectation
Modern Terminals	Simulator training	Crane operators	Enhance the skills of existing operators and new trainees, as well as increase awareness of workplace safety
Star Ferry	4-year Cadetship Scheme	Coxswain trainees	Provide comprehensive on-the-job seamanship training, arrange attendance of examination preparation courses to enable them to become certified local craft coxswains
	Customer Services Training	All Frontline Staff	3-hour training on delivering customer services
i-CABLE	Anchor Trainee Programme	Anchors and journalists	Provide comprehensive anchor and journalist training to young talents
Wharf T&T	Technical training for professional development	Technical staff	Provide technical training related to latest vendor technologies
	Selling skills for sales staff	Sales staff	Provide consultative selling and communication skills to our sales staff



Supporting Employment of Senior Citizens

The Bright Senior Ambassador Programme by Wharf Estates aims to employ retired senior citizens to be the shopping mall ambassadors. They are trained with skills and knowledge on customer service, language and relevant knowledge during orientation programme as well as receive ongoing training. Currently, 43 ambassadors have been hired in our shopping malls.

Occupational Health and Safety



The Group is committed to providing a safe and healthy environment for our employees and those who work in our workplace. Each of our business units faces corresponding occupational health and safety (“OHS”) risks and we take each of them seriously. We regularly review and assess OHS risks in the workplaces and identify areas of improvement. During the year, over 15,000 hours of relevant training were provided. Major injury types and highlights of safety initiatives across our operations are outlined below.

Logistics Operations

Our logistics operations staff are exposed to risks when operating machinery and working on ferries. Comprehensive safety measures are in place to protect our staff from injuries.

At Modern Terminals, various measures are in place to raise safety knowledge and awareness of our staff. Those include regular workplace safety inspections, mentorship programmes for new recruits, online self-learning programmes, regular communications with contractors and sub-contractors on health and safety issues, etc. In addition, for the eighth consecutive year, it has received Continual Improvement Safety Programme Recognition of System (“CISPROS”) Level 3 Certificate by the Occupational Safety & Health Council, a safety promotion programme based on the principle of continuous safety improvement to manage safety and health risk in the workplace systematically.

At Star Ferry, a safety auditor is engaged annually to carry out audits on OSH related policies, management approaches, operational practices and training. All employees are required to familiarise themselves with the Safety Operations Manual for dealing with potential safety incidents on ferries. Drills on fire-fighting, ship abandonment and other marine safety refresher trainings are conducted regularly on board ferries to ensure our crews are responsive in dealing with different emergency situations.



At Modern Terminals, air quality measurement for QC operator cabins with air pollutants was conducted in 2015 to monitor workplace air quality. The air pollutants standard was found to be far lower than limits of ASHRAE, an American national standard, and Occupational Exposure Limit.

Leisure and Hospitality Operations

In leisure and hospitality operations, major injury types are musculoskeletal injuries including bruises, sprains and strains for guestroom service staff, as well as lacerations and burns injuries for kitchen staff. Safety Committee of Wharf Hotels is responsible for providing safety information updates, and reviewing injury cases and taking preventive measures. Various training and talks are organised regularly and in a timely manner to increase the safety awareness of staff.

Shopping Mall and CME Operations

Major injury types of our staff in shopping mall and CME operations include slipping over and other office injuries. Regular safety talks and activities are delivered to promote a safe working environment for our staff.



PRODUCTS AND SERVICES

In our customer-centric operations, we strive to deliver the best products and services to our customers while safeguarding their health and safety. Stringent management approaches and procedures are in place to uphold these high standards of quality. On timely basis we review our products and services to ensure they comply with relevant laws and regulations. Robust engagement channels are implemented with our customers and business partners to understand their needs and improve our offerings accordingly.



Customer Health and Safety



Health and Safety is our top priority. Each of our business units has stringent requirements and follows international standards to ensure customers' health and safety on our premises, as well as when enjoying our products and services.

Facilities and Equipment

Regular inspections are conducted to ensure the safety of our premises. In our shopping malls, various barrier free facilities are in place to enhance the shopping experience of our customers. In addition, Automated External Defibrillator ("AED") devices are installed to safeguard customer health. Regular fire drills are conducted to ensure our staff are well equipped for emergency situations.

Product Installation Safety

In CME operation, installation works of cable and optical fibre are conducted in both public areas and customers' premises. All our engineering and technician staff are required to complete Construction Industry Safety Training Certificate and Safety Training for Workers of Confined Spaces by the Construction Industry Council, and Certificate of Registration of Electrical Work for installation work. Stringent installation procedures and regular maintenance works are in place to ensure safety of our staff, residents and general public.

Stringent Standards of Food Quality

At Wharf Hotels and the Pacific Club, all food served adheres to ISO 22000 and HACCP, international standards on food health and safety systems. Regular workplace inspection and food quality tests are conducted to ensure high standards of workplace hygiene and food safety. In Wharf Hotels, Hygiene Manager conducts regular food safety workshops for our kitchen staff. Other training and courses are delivered to raise awareness of food hygiene and proper food handling procedures.

Case Study: Providing a Comfortable Ferry Journey for Our Passengers

The Star Ferry is an iconic Hong Kong tourist attraction. The experience of “crossing Victoria Harbour on a Star Ferry” has been named by National Geographic Traveler as one of the “50 Places of a Lifetime”. We regularly review and upgrade ferry facilities to ensure a comfortable and safe journey for our passengers.

Seawater scrubber

Cleanse pollutant emitted from ferry engine to protect health of passengers



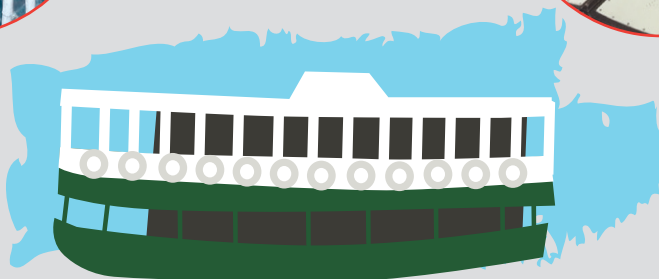
Life jackets and lifebuoys

Life jackets and lifebuoys to protect passenger safety



Reversible benches

Reversible benches for comfortable seating direction



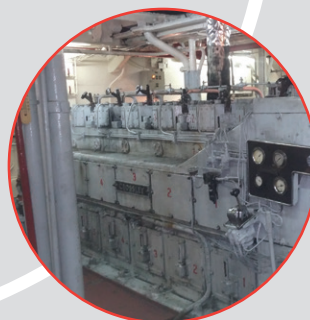
Florescent lighting / LED lighting

Florescent lighting / LED lighting to optimise energy use



Staff training

Regular training and emergency drills are in place to address potential accidents on ferries



Machinery inside ferry

Semi-annual inspection to ensure ferry seaworthiness

Quality Products and Services



We strive to offer the best products and services to our customers. Robust engagement channels are in place across our operations to address customers' concerns and for us to achieve operational improvements.

Attentive Customer Experience

In our shopping malls, hotels and apartments, comprehensive training is provided to our frontline staff to deliver the best service quality. The Wharf Institute of Service Excellence ("WISE") provides all shopping mall frontline staff with a wide range of customer service training including greetings, communications, accident handling procedures and guide dog handling procedures, etc. Monthly mystery shopper evaluation programmes are conducted to ensure high quality customer services delivered by our frontline staff. Wharf Hotels provides various local experience tours and activities for our guests to better understand the local customs and culture of the city.

Responsible Marketing and Reliable Services

We understand that responsible marketing and communications of our products and services is crucial in protecting the interests of our customers. Our business units strictly comply with the regulations and voluntary codes related to labelling of products and services offered. Management approaches are reviewed regularly to ensure our businesses comply with the latest laws and industry standards. In CME operation, stringent service standards and various Code of Practices are set to ensure effective and reliable service support for our customers. Corresponding performance is also regularly updated on websites.






Innovative Products and Reliable Services

Wharf T&T continues to enhance clients' business performances and operating efficiency through innovative products and reliable services. During the year, various cloud technology-based products were launched including Cloud Surveillance for increasing data storage and accessibility, Cloud Video for enhancing mobility and security of video conferencing, Cloud Protect for offering cloud-based protection for company broadband network, etc.

Customer Engagement

Different types of engagement channels are in place to communicate with our customers and collect their feedback on our products and services. Dedicated employees in our business units are responsible for addressing feedback from our customers. The engagement channels and overall satisfaction rates across our business units are outlined in the table below.



Business unit	Major product or service category	Ongoing engagement channels	Other engagement channels (frequency)	Overall customer satisfaction rate
Wharf Estates	Management services	 Customer service hotlines	Management services opinion survey (Annually)	Over 95%
	Shopping experience			
Wharf Hotels	Guest room tidiness		Guest online survey (Within 2 days after check out)	Over 90%
	Facilities and services	 Internet and e-mails	Resident survey (Annually)	Over 90%
Gateway Apartments	Guest room tidiness			
	Facilities and services			
Pacific Club	Facilities and services	 Social media platform	N/A	N/A
Modern Terminals	Operational efficiency		Customer satisfaction survey based on the operational needs	N/A
Star Ferry	Ferry frequency		Passenger onsite survey (Annually)	Over 70%
	Pier and cabin environment		Focus group (Annually)	
	Staff services			
i-CABLE	Pay TV, Broadband and Homeline services		Customer satisfaction survey via Customer Service (Monthly)	N/A
	Broadband and Pay TV services		Customer satisfaction survey via Marketing (Annually)	
Wharf T&T	Product reliability		Survey conducted in different stages of services (Vary from weekly to monthly)	Over 80%
	Customer services			

Customer Data Privacy

In some of our businesses, personal information from our customers is collected for the products and services delivered. All our business units comply with the Personal Data (Privacy) Ordinance when collecting and handling customers' data. We regularly review information technology ("IT") security systems and management approaches to ensure all data collected is well protected. Training is provided on timely basis to refresh our staff the proper procedures of handling customers' data. During the reporting year, no substantiated complaints regarding breach of the Ordinance Data were received.

Supply Chain Management



We recognise the importance of managing our business partners across our supply chain for delivering the best products and services. At Wharf, Group-wide Tendering Procedures and business ethics documents set clear procedures and requirements for supplier selection and assessment processes, while more specific approaches are implemented in our business units to fulfil their business needs. Regular reviews and assessments take place to ensure our suppliers comply with local laws and regulations, as well as fulfil our environmental and social requirements. Violation of the above may lead to relationship termination. The table below gives an overview of the supply chain across our business units.

Business unit	Key supplier category	Supplier location	% of spending
Wharf Estates	Facilities (Cleaning, security, maintenance, IT equipment, etc.)	Hong Kong	N/A
	General supplies (Paper towel, tissue, soap, etc.)	Hong Kong	N/A
	Office supplies (IT products and office equipment)	Hong Kong	N/A
Wharf Hotels	Food and beverage	Hong Kong	52%
	Facilities (Maintenance, IT equipment, laundry, cleaning, CCTV, security, etc.)	Hong Kong	28%
	General supplies (Guest room amenities and other non-food supplies)	Hong Kong	20%
Gateway Apartments	Facilities (Maintenance, IT equipment, entertainment, security, laundry and pest control)	Hong Kong	83%
	Suppliers (Furniture, decoration materials, maintenance materials, uniform and stationery)	Hong Kong	10%
	Utilities (Lighting)	Hong Kong	6%
	Warehouse service	Hong Kong	1%
Pacific Club	Facilities (Security and laundry)	Hong Kong	11%
	Food and beverage	Hong Kong	81%
	General supplies (Printing and other non-food supplies)	Hong Kong	8%
i-CABLE	Broadcasting equipment	Hong Kong & overseas	N/A
	Facilities (Network equipment, IT hardware and software)	Hong Kong	N/A
	Cables	Hong Kong & Mainland China	N/A
	General supplies	Hong Kong	N/A
Wharf T&T	Facilities (Network equipment, power equipment, other IT hardware and software)	Hong Kong	N/A
Modern Terminals	Facilities (Maintenance, equipment and security)	Majority Hong Kong, others from Mainland China and overseas	N/A
	Utility (Electricity)	Hong Kong	N/A
	Contracted and sub-contractors (Operation workers)	Hong Kong	N/A
Star Ferry	Facilities (Maintenance and engineering supplies)	Hong Kong	72.5%
	Utilities (Fuel)	Hong Kong	13%
	General supplies (Maintenance materials and other non-food supplies)	Hong Kong	10%
	Food and beverage	Hong Kong	4.5%

DATA PERFORMANCE

Key for Data Performance Table

Operation	Business unit	Acronym
Corporate Office	Wharf Head Office	WL
Investment Properties	Wharf Estates	WEL
Leisure and Hospitality	Gateway Apartments	GA
	Pacific Club	PC
	Wharf Hotels	WH
Logistics	Modern Terminals	MTL
	Star Ferry	SF
CME	i-CABLE	i-CABLE
	Wharf T&T	WTT

In the tables of this section, the totals may not equal to the exact sum of corresponding figures due to rounding.

Employee Statistics[†]

[†] In some of our business units, employees on a fixed term contract are regarded as permanent contract employees for employee statistics calculations. We aim to standardise corresponding definitions in future reports.

Total workforce by gender (G4-10)

M : Male **F** : Female **T** : Total

Operation	Business unit	2015			2014		
		Total workforce					
		M	F	T	M	F	T
Corporate Office	WL	125	155	280	126	150	276
Investment Properties	WEL	434	490	924	410	468	878
Leisure and Hospitality	GA	54	93	147	59	98	157
	PC	142	99	241	139	100	239
	WH	505	436	941	529	453	982
	Sub-t	701	628	1,329	727	651	1,378
Logistics	MTL	851	111	962	918	110	1,028
	SF	241	30	271	237	32	269
	Sub-t	1,092	141	1,233	1,155	142	1,297
CME	i-CABLE	1,350	595	1,945	1,388	583	1,971
	WTT	692	258	950	666	251	917
	Sub-t	2,042	853	2,895	2,054	834	2,888
	Total	4,394	2,267	6,661	4,472	2,245	6,717

Note:

Total workforce = Total number of persons working for the organisation at the end of the reporting period

Total workforce by employment contract and gender (G4-10)

M : Male F: Female T: Total

Operation	Business unit	2015			2014			2015			2014			2015			2014		
		Employment Contract																	
		Permanent contract						Fixed term contract						Temporary contract					
		M	F	T	M	F	T	M	F	T	M	F	T	M	F	T	M	F	T
Corporate Office	WL	112	150	262	113	147	260	13	5	18	13	3	16	-	-	-	-	-	-
Investment Properties	WEL	365	405	770	389	408	797	40	15	55	35	9	44	1	3	4	-	1	1
Leisure and Hospitality	GA	52	91	143	57	98	155	-	-	-	-	-	-	2	2	4	2	-	2
	PC	139	99	238	136	100	236	-	-	-	-	-	-	3	-	3	3	-	3
	WH	483	431	914	521	443	964	22	4	26	8	10	18	-	1	1	-	-	-
	Sub-t	674	621	1,295	714	641	1,355	22	4	26	8	10	18	5	3	8	5	-	5
Logistics	MTL	787	108	895	790	106	896	64	3	67	128	4	132	-	-	-	-	-	-
	SF	241	30	271	237	32	269	-	-	-	-	-	-	-	-	-	-	-	-
	Sub-t	1,028	138	1,166	1,027	138	1,165	64	3	67	128	4	132	-	-	-	-	-	-
CME	i-CABLE	1,350	595	1,945	1,388	583	1,971	-	-	-	-	-	-	-	-	-	-	-	-
	WTT	689	258	947	660	248	908	3	-	3	6	-	6	-	-	-	-	3	3
	Sub-t	2,039	853	2,892	2,048	831	2,879	3	-	3	6	-	6	-	-	-	-	3	3
	Total	4,218	2,167	6,385	4,291	2,165	6,456	142	27	169	190	26	216	6	6	12	5	4	9

Note:

Total workforce = Total number of persons working for the organisation at the end of the reporting period

Workforce by age group and minority group (LA12)

Operation	Business unit	2015	2014	2015	2014	2015	2014	2015	2014
		Below 30 ⁽¹⁾		30 - 50 ⁽¹⁾		Above 50 ⁽¹⁾		Minority Group ⁽¹⁾	
Corporate Office	WL	48	N/A	177	N/A	55	N/A	-	N/A
Investment Properties	WEL	250	N/A	497	N/A	177	N/A	-	N/A
Leisure and Hospitality	GA	9	N/A	76	N/A	62	N/A	8	N/A
	PC	39	N/A	139	N/A	61	N/A	6	N/A
	WH	252	N/A	494	N/A	196	N/A	57	N/A
	Sub-t	300	N/A	709	N/A	319	N/A	71	N/A
Logistics	MTL	101	N/A	543	N/A	318	N/A	-	N/A
	SF	30	N/A	39	N/A	202	N/A	-	N/A
	Sub-t	131	N/A	582	N/A	520	N/A	-	N/A
CME	i-CABLE	472	N/A	1,145	N/A	372	N/A	-	N/A
	WTT	135	N/A	657	N/A	155	N/A	-	N/A
	Sub-t	607	N/A	1,802	N/A	527	N/A	-	N/A
	Total	1,336	N/A	3,767	N/A	1,598	N/A	71	N/A

Note:

Only permanent employees are included in the calculation

(1) Data in 2014 is not available

Total workforce by employment type by gender (G4-10)

M : Male F: Female T: Total

Operation	Business unit	2015			2014			2015			2014			2015	
		Employment Type													
		Permanent full time						Permanent part time						Supervised workers ⁽¹⁾	
		M	F	T	M	F	T	M	F	T	M	F	T	Major types of supervised workers	
Corporate Office	WL	125	155	280	126	150	276	-	-	-	-	-	-	N/A	
Investment Properties	WEL	365	405	770	389	408	797	28	67	95	21	59	80	Cleaner, security guard, technician	
Leisure and Hospitality	GA	52	91	143	57	98	155	-	-	-	-	-	-	Security guard	
	PC	139	99	238	136	100	236	-	-	-	-	-	-	Valet parking attendant	
	WH	483	431	914	529	449	978	-	-	-	-	4	4	General service & security	
	Sub-t	674	621	1,295	722	647	1,369	-	-	-	-	4	4	N/A	
Logistics	MTL	851	111	962	918	110	1,028	-	-	-	-	-	-	Equipment operator, stevedore, security, cleaner	
	SF	230	14	244	229	16	245	12	15	27	8	16	24	Subcontractors including cleaner and security guard	
	Sub-t	1,081	125	1,206	1,147	126	1,273	12	15	27	8	16	24	N/A	
CME	i-CABLE	1,350	595	1,945	1,388	583	1,971	-	-	-	-	-	-	Sales agent, technician	
	WTT	689	258	947	660	248	908	-	-	-	-	-	-	N/A	
	Sub-t	2,039	853	2,892	2,048	831	2,879	-	-	-	-	-	-	N/A	
	Total	4,284	2,159	6,443	4,432	2,162	6,594	40	82	122	8	20	28	N/A	

Restatement:

Data of permanent part time staff of wharf Estates in 2014 was restated.

Total workforce = Total number of persons working for the organisation at the end of the reporting period

(1) Data of supervised workers in 2015 is not available. We targets to report corresponding information in future reports

Proportion of senior management hired from local community⁽¹⁾ (EC6)

Operation	Business unit	%	Definition of senior management of each business unit
Corporate Office	WL	100%	Assistant General Manager grade and above
Investment Properties	WEL	100%	Assistant General Manager grade and above
Leisure and Hospitality	GA	100%	General Manager grade and above
	PC	82%	Manager grade and above
	WH	72%	Executive Committees and Department Heads Level II associates of respective departments of 3 hotels
	Sub-t	77%	
Logistics	MTL	100%	General Manager grade and above
	SF	100%	General Manager and Operations Manager grade and above
	Sub-t	100%	
CME	i-CABLE	100%	Manager grade and above
	WTT	0%	President and Vice Presidents and above
	Sub-t	91%	
	Total	92%	

Note:

Only permanent employees are included in the calculation

Relevant data from Wharf Hotels' corporate office is not available

(1) Local community refers to Hong Kong region

Number and rates of new hires by age group and gender (LA1)

M : Male F: Female T: Total

Operation	Business unit	2015		2014		2015		2014		2015		2014		2015			2014		2015			2014	
		Below 30				30 - 50				Above 50				New hire rate by gender (%)				New hire rate by age group (%) ⁽¹⁾					
		M	F	M	F	M	F	M	F	M	F	M	F	M	F	T	T	Below 30	30-50	Above 50	T		
Corporate Office	WL	6	10	-	17	8	8	17	13	1	2	-	-	13%	13%	13%	17%	33%	9%	5%	N/A		
Investment Properties	WEL	25	55	32	46	27	30	43	27	3	3	4	2	15%	22%	19%	19%	32%	11%	3%	N/A		
Leisure and Hospitality	GA	2	-	-	1	2	9	7	4	1	2	2	3	10%	12%	11%	11%	22%	14%	5%	N/A		
	PC	16	11	17	13	28	12	25	8	7	3	8	3	37%	26%	32%	31%	69%	29%	16%	N/A		
	WH	37	46	51	44	44	26	35	31	5	2	17	2	18%	17%	18%	18%	33%	14%	4%	N/A		
	Sub-t	55	57	68	58	74	47	67	43	13	7	27	8	21%	18%	20%	20%	37%	17%	6%	N/A		
Logistics	MTL	12	7	52	13	14	6	53	11	6	1	11	-	4%	13%	5%	14%	19%	4%	2%	N/A		
	SF	14	9	17	14	13	1	8	-	28	1	36	6	23%	37%	24%	30%	77%	36%	14%	N/A		
	Sub-t	26	16	69	27	27	7	61	11	34	2	47	6	8%	18%	10%	17%	32%	6%	7%	N/A		
CME	i-CABLE	155	126	209	113	108	45	99	36	25	5	21	3	21%	30%	24%	24%	60%	13%	8%	N/A		
	WTT	38	14	42	17	79	32	84	36	6	-	2	-	18%	18%	18%	20%	39%	17%	4%	N/A		
	Sub-t	193	140	251	130	187	77	183	72	31	5	23	3	20%	26%	22%	23%	55%	15%	7%	N/A		
	Total	305	278	420	278	323	169	371	166	82	19	101	19	17%	22%	18%	20%	44%	13%	6%	N/A		

Note:

Only permanent employees are included in the calculation

New hire rate = (Total number of new hires / Total number of employees) x 100%

(1) Data of new hire rate by age group was not collected in 2014

Number and rates of turnover by age group and gender (LA1)

M : Male F: Female T: Total

Operation	Business unit	2015		2014		2015		2014		2015		2014		2015			2014	2015			2014
		Below 30				30 - 50				Above 50				Turnover rate by gender (%)				Turnover rate by age group (%) ⁽¹⁾			
		M	F	M	F	M	F	M	F	M	F	M	F	M	F	T	T	Below 30	30 - 50	Above 50	T
Corporate Office	WL	3	4	6	12	15	17	8	15	4	1	2	-	20%	15%	17%	16%	15%	18%	9%	N/A
Investment Properties	WEL	27	45	17	42	37	39	48	31	12	13	26	10	21%	24%	22%	22%	29%	15%	14%	N/A
Leisure and Hospitality	GA	2	1	2	3	7	13	9	6	1	4	1	5	19%	20%	20%	17%	33%	26%	8%	N/A
	PC	12	14	16	9	25	10	20	8	9	6	12	4	33%	30%	32%	29%	67%	25%	25%	N/A
	WH	37	47	45	50	70	42	110	63	8	5	24	8	24%	22%	23%	31%	33%	23%	7%	N/A
	Sub-t	51	62	63	62	102	65	139	77	18	15	37	17	25%	23%	24%	29%	38%	24%	10%	N/A
Logistics	MTL	17	5	22	15	31	6	64	14	51	2	102	2	13%	12%	13%	21%	22%	7%	17%	N/A
	SF	9	9	14	17	8	1	11	1	34	3	33	3	21%	43%	24%	29%	60%	23%	18%	N/A
	Sub-t	26	14	36	32	39	7	75	15	85	5	135	5	15%	19%	15%	23%	31%	8%	17%	N/A
CME	i-CABLE	147	106	193	73	145	70	142	71	35	4	28	14	24%	30%	26%	26%	54%	19%	10%	N/A
	WTT	39	15	43	12	70	38	86	23	15	2	12	-	18%	21%	19%	19%	40%	16%	11%	N/A
	Sub-t	186	121	236	85	215	108	228	94	50	6	40	14	22%	28%	24%	24%	51%	18%	11%	N/A
	Total	293	246	358	233	408	236	498	232	169	40	240	46	21%	24%	22%	24%	40%	17%	13%	N/A

Note:

Only permanent employees are included in the calculation

Turnover rate = (Total number of turnover / Total number of employees) x 100%

(1) Data of turnover rate by age group was not collected in 2014

Number of work related fatality and injury rate of employees (LA6)

M : Male F : Female T : Total

Operation	Business unit	2015	2014	2015			2014
		Work-related fatality (no.)		Injury rate per 1,000 employee			
		Total		All types of injury ⁽⁵⁾			
				M	F	T	T
Corporate Office	WL	-	-	8.000	-	3.571	-
Investment Properties	WEL	-	-	25.346	22.449	23.810	25.094
Leisure and Hospitality	GA	-	-	-	10.989	6.993	25.806
	PC	-	-	93.525	121.212	105.042	72.034
	WH	-	-	85.149	61.927	74.389	32.587
	Sub-t	-	-	80.460	63.898	72.617	38.602
Logistics	MTL	-	1	25.852	-	22.869	15.546
	SF	-	-	12.448	66.667	18.450	7.000
	Sub-t	-	1	22.894	14.184	21.898	13.878
CME	i-CABLE	-	-	17.778	5.042	13.882	23.338
	WTT	-	-	2.899	3.891	3.168	2.203
	Sub-t	-	-	12.745	4.695	10.373	16.672
	Total	-	1	27.126	25.177	26.462	20.991

Operation	Business unit	2015													
		Injury rate per 1,000 employee													
		Minor injury ⁽¹⁾						Serious injury ⁽²⁾							
		Musculoskeletal injuries ⁽³⁾		Integumentary injuries ⁽⁴⁾		Others		Crushing		Puncture		Fracture		Others	
		M	F	M	F	M	F	M	F	M	F	M	F	M	F
Corporate Office	WL	-	-	8.000	-	-	-	-	-	-	-	-	-	-	-
Investment Properties	WEL	20.737	20.408	2.304	2.041	2.304	-	-	-	-	-	-	-	-	-
Leisure and Hospitality	GA	-	-	-	10.989	-	-	-	-	-	-	-	-	-	-
	PC	21.583	90.909	57.554	30.303	-	-	-	-	7.194	-	7.194	-	-	-
	WH	31.683	36.697	27.723	16.055	1.980	-	-	-	-	-	1.980	2.294	21.782	6.881
	Sub-t	27.299	39.936	31.609	17.572	1.437	-	-	-	1.437	-	2.874	1.597	15.805	4.792
Logistics	MTL	19.976	-	3.525	-	1.175	-	-	-	-	-	1.175	-	-	-
	SF	4.149	66.667	8.299	-	-	-	-	-	-	-	-	-	-	-
	Sub-t	16.484	14.184	4.579	-	0.916	-	-	-	-	-	0.916	-	-	-
CME	i-CABLE	11.111	5.042	4.444	-	2.222	-	-	-	-	-	-	-	-	-
	WTT	-	3.891	2.899	-	-	-	-	-	-	-	-	-	-	-
	Sub-t	7.353	4.695	3.922	-	1.471	-	-	-	-	-	-	-	-	-
	Total	13.905	18.110	8.434	5.300	1.368	-	-	-	0.228	-	0.684	0.442	2.507	1.325

Note:

All types of employees are included calculation of 2015, while only permanent staff is included in the calculation of 2014

Injury rate = (Total number injuries / Total work force) X 1000

(1) Minor Injury: injuries which can be treated onsite (first-aid level)

(2) Serious injury: Injuries which cannot be treated onsite and need further assistance

(3) Musculoskeletal injuries include confusion and bruise, sprain and strain, slip and fall related injuries and those caused by lifting and carrying

(4) Integumentary injuries include laceration, cut, abrasion and burn related injuries

(5) Data of different injury types in 2014 was not collected

Lost day rate, occupational disease rate and absentee rate (LA6)

M : Male F: Female T: Total

Operation	Business unit	2015			2014	2015				2014	2015				2014
		Lost day rate				Occupational disease rate					Absentee rate				
		M	F	T	T	M	F	T	T		M	F	T	T	
Corporate Office	WL	-	-	-	-	-	-	-	-	-	0.010	0.030	0.021	0.017	
Investment Properties	WEL	0.003	0.0002	0.001	0.001	-	-	-	-	-	0.015	0.023	0.019	0.019	
Leisure and Hospitality	GA	-	0.003	0.002	0.001	-	-	-	-	-	0.016	0.017	0.017	0.014	
	PC	0.005	0.006	0.005	0.003	-	-	-	-	-	0.012	0.010	0.012	0.011	
	WH	0.011	0.007	0.009	0.005	-	-	-	-	-	0.018	0.013	0.016	0.012	
	Sub-t	0.009	0.006	0.007	0.004	-	-	-	-	-	0.016	0.013	0.015	0.013	
Logistics	MTL	0.004	-	0.003	0.004	-	-	-	-	-	0.027	0.017	0.026	0.021	
	SF	0.0002	0.001	0.0003	0.003	-	-	-	-	-	0.028	0.025	0.028	0.027	
	Sub-t	0.003	0.0002	0.003	0.003	-	-	-	-	-	0.028	0.018	0.027	0.023	
CME	i-CABLE	0.0005	0.0002	0.0004	0.001	0.00007	0.00002	0.00006	-	-	0.012	0.016	0.013	0.012	
	WTT	0.00001	0.00005	0.00002	0.002	-	-	-	-	-	0.013	0.023	0.015	0.013	
	Sub-t	0.0003	0.0002	0.0003	0.001	0.00005	0.00001	0.00004	-	-	0.012	0.018	0.014	0.012	
	Total	0.003	0.002	0.002	0.002	0.00002	0.00001	0.00002	-	-	0.017	0.019	0.018	0.012	

Note:

All types of employees are included calculation of 2015, while only permanent staff is included in the calculation of 2014

(1) Lost day rate = (Total number of lost days / Total number of workforce days scheduled to be worked)

(2) Occupational disease rate = (Total number of occupational disease cases / Total number of workforce days scheduled to be worked)

(3) Absentee rate = (Total number of absentee days / Total number of workforce days scheduled to be worked worked)

Training and development (LA9)

M : Male F: Female T: Total

Operation	Business unit	2015		2014		2015			2014		
		Average training hours by gender (hr)				Average training hours by employee category (hr)					
		M	F	M	F	Management staff	Senior staff	General staff	Management staff	Senior staff	General staff
Corporate Office	WL	2.4	3.1	2.9	0.7	3.0	3.1	2.6	5.8	1.5	0.8
Investment Properties	WEL	22.9	22.6	11.5	9.8	24.3	15.0	24.1	24.7	10.5	9.6
Leisure and Hospitality	GA	15.6	1.7	6.8	2.0	0.0	3.6	6.9	0.9	2.3	4.0
	PC	3.4	3.5	3.4	5.6	0.3	0.6	0.8	14.7	4.0	4.0
	WH	21.2	21.2	0.02	0.03	20.9	21.2	21.2	0.6	0.2	0.03
	Sub-t	17.1	15.3	1.2	1.2	12.7	14.6	15.9	2.6	1.2	1.2
Logistics	MTL	32.0	19.2	42.3	24.9	28.1	30.4	30.8	19.8	39.1	42.7
	SF	8.9	4.3	8.3	7.6	4.4	6.7	8.5	24.3	8.9	8.0
	Sub-t	26.9	16.0	35.3	21.0	27.4	29.8	24.7	20.0	37.3	34.0
CME	i-CABLE	11.8	11.8	2.9	2.3	12.4	11.9	11.7	3.7	0.3	3.8
	WTT	8.4	6.2	8.4	13.1	824.3	33.1	8.4	-	9.0	18.6
	Sub-t	10.6	10.1	4.7	5.5	84.8	19.7	10.6	3.4	5.3	4.6
	Total	16.6	13.8	12.6	5.8	47.4	19.8	15.9	10.2	8.4	11.6

Note:

Only permanent employees are included in the calculation

Relevant data from Wharf Hotels' corporate office is not available

Environmental Performance

Electricity consumption⁽¹⁾ (EN3)

Operation	Business unit	2015			2014		
		Purchased electricity	Electricity generated by solar power	Total	Purchased electricity	Electricity generated by solar power	Total
		GJ	GJ	GJ	GJ	GJ	GJ
Corporate Office	WL	2,687	-	2,687	2,628	-	2,628
Investment Properties	WEL	616,839	-	616,839	630,908	288	631,196
Leisure and Hospitality	GA	24,835	702	25,537	26,103	702	26,805
	PC	17,843	-	17,843	17,383	-	17,383
	WH	79,347	-	79,347	63,313	-	63,313
	Sub-t	122,025	702	122,727	106,799	702	107,501
Logistics	MTL	166,996	-	166,996	195,310	-	195,310
	SF	3,396	-	3,396	3,477	-	3,477
	Sub-t	170,392	-	170,392	198,787	-	198,787
CME	i-CABLE	64,392	-	64,392	63,014	-	63,014
	WTT	3,759	-	3,759	7,831	-	7,831
	Sub-t	68,151	-	68,151	152,779	-	152,779
Total		980,094	702	980,796	1,091,900	990	1,092,890

Note:

(1) Energy consumption of electricity is calculated based on the default factors provided by Electrical and Mechanical Services Department of Hong Kong Government:

<http://www.energyland.emsd.gov.hk/en/energy/principle/measuring.html>

Energy consumption of non-renewable fuels^{(1) (2) (3)} (EN3)

Operation	Business unit	2015						2014					
		Liquefied Petroleum Gas (LPG)	Unleaded Petrol (ULP)	Diesel oil	Gas oil	Towngas	Total	Liquefied Petroleum Gas (LPG)	Unleaded Petrol (ULP)	Diesel oil	Gas oil	Towngas	Total
		GJ	GJ	GJ	GJ	GJ	GJ	GJ	GJ	GJ	GJ	GJ	GJ
Corporate Office	WL	571	-	475	-	-	1,046	569	-	780	-	-	1,349
Investment Properties	WEL	-	-	61	-	-	61	-	-	50	-	-	50
Leisure and Hospitality	GA	-	-	-	-	-	-	-	-	-	-	-	-
	PC	169	42	6	-	4,360	4,578	230	36	5	-	4,287	4,557
	WH	-	-	-	-	21,886	21,886	-	-	-	-	26,703	26,703
	Sub-t	169	42	6	-	26,246	26,463	230	36	5	-	30,989	31,260
Logistics	MTL	3,210	1,403	271,139	-	2,833	278,586	3,689	1,274	402,057	-	3,067	410,087
	SF	-	-	-	48,884	-	48,884	-	-	-	47,971	-	47,971
	Sub-t	3,210	1,403	271,139	48,884	2,833	327,470	3,689	1,274	402,057	47,971	3,067	458,058
CME	i-CABLE	-	6,546	6,445	-	-	12,991	-	6,513	6,770	-	-	13,283
	WTT	-	1,695	-	-	-	1,695	-	1,545	-	-	-	1,545
	Sub-t	-	8,241	6,445	-	-	14,686	-	8,059	6,770	-	-	14,829
Total		3,950	9,687	278,126	48,884	29,080	369,727	4,487	9,369	409,661	47,971	34,056	505,544

Restatement:

Data of 2014 fuel consumption data of PC is restated

Note:

(1) Energy consumption of the LPG, ULP and diesel oil is calculated based on the default factors from DCF Carbon in corresponding year: <http://www.ukconversionfactorscarbonsmart.co.uk/>

(2) Energy consumption of gas oil is calculated based on the default factor provided by Star Ferry

(3) Energy consumption of the towngas is calculated based on formula provided by The Hong Kong and China Gas Company Limited: <https://www.towngas.com/Eng/Cust/Household/CustService/Tariff.aspx>

Direct (scope 1)⁽¹⁾ and indirect (scope 2)⁽²⁾ carbon dioxide equivalent emissions (EN15,16)

Operation	Business unit	2015			2014		
		Scope 1	Scope 2	Scope 1+2	Scope 1	Scope 2	Scope 1+2
		tonne CO ₂ e	tonne CO ₂ e	tonne CO ₂ e	tonne CO ₂ e	tonne CO ₂ e	tonne CO ₂ e
Corporate Office	WL	70	403	473	91	467	558
Investment Properties	WEL	4	101,336	101,341	3	117,526	117,529
Leisure and Hospitality	GA	-	3,725	3,725	-	4,641	4,641
	PC	15	2,731	2,746	0.05	3,144	3,144
	WH	-	12,178	12,178	0.03	11,589	11,590
	Sub-t	15	18,635	18,649	0.08	19,374	19,374
Logistics	MTL	18,814	25,085	43,900	27,825	34,760	62,585
	SF	3,380	613	3,994	3,317	681	3,999
	Sub-t	22,195	25,699	47,893	31,142	35,442	66,584
CME	i-CABLE	888	9,659	10,547	908	11,202	12,111
	WTT	116	564	680	106	1,392	1,498
	Sub-t	1,004	10,223	11,227	1,014	12,595	13,609
	Total	23,288	156,295	179,583	32,251	185,403	217,654

Restatement:

CO₂e emission factor of towngas used in Wharf CSR Report 2014 (2.59 CO₂e / unit) is replaced by the factor provided by The Hong Kong and China Gas Company Limited (0.60 CO₂e / unit). Emission data of towngas is reallocated from direct (scope 1) emission in previous CSR report to indirect (scope 2) emission in this report. Updated data is presented in the table above.

Data of 2014 fuel consumption of LPG and ULP consumption data of PC is restated. Corresponding updates of direct (scope 1) emission data is presented in the table above.

Note:

- (1) Scope 1 of CO₂e emission includes emission by consumption of LPG, ULP, diesel oil and gas oil, and is calculated based on default factors provided by the guidelines published by the Environmental Protection Department of HKSAR Government in February 2010: http://www.epd.gov.hk/epd/english/climate_change/files/Guidelines_English_2010.pdf
- (2) Scope 2 of CO₂e emission includes the emission by electricity and towngas purchased, and is calculated based on the default factors provided by electricity providers in Hong Kong, Power Assets (0.79 CO₂e kg / kWh), CLP (0.54 CO₂e kg / kWh) and The Hong Kong and China Gas Company Limited (0.605 CO₂e kg / unit)

Water consumption (EN8)

Operation	Business unit	2015	2014
		Municipal water consumption (m ³)	
Corporate Office	WL ⁽¹⁾	N/A	N/A
Investment Properties	WEL	458,265	1,314,589
Leisure and Hospitality	GA	43,943	45,135
	PC	62,347	77,246
	WH	272,275	285,440
	Sub-t	378,565	407,821
Logistics	MTL	65,348	64,290
	SF	7,534	11,881
	Sub-t	72,882	76,171
CME	i-CABLE	5,536	3,051
	WTT	2,144	862
	Sub-t	7,680	3,913
	Total	917,392	1,802,494

Restatement:

Data of 2014 municipal water consumption of PC is restated

Note:

- (1) Municipal water consumption data from WL is included in that of WEL

Waste recycled in 2015 (Additional disclosure) (EN23)

Operation	Business unit	Waste paper	Waste cartridge	Batteries		Fluorescent lamps	Light bulbs	Plastics ⁽¹⁾	Metals ⁽²⁾	Food waste ⁽³⁾
				Cell batteries for normal electric appliance use	Batteries for industrial mechanaries					
		tonne	piece	tonne	tonne	tonne	tonne	tonne	tonne	tonne
Corporate Office	WL ⁽⁵⁾	11.47	444	297 pcs #	-	371 pcs #	-	1,176 pcs #	1,440 pcs #	-
Investment Properties	WEL	821.1	853	0.067	-	23.59	-	0.17	10.82	585.59
Leisure and Hospitality	GA	12.8	-	0.001	-	0.20	0.004	0.66	0.48	2.18
	PC	19.4	58	0.004	-	0.03	0.013	0.39	0.33	18.92
	WH	229,739.0	244	-	-	-	-	1,693.00	2,767.00	10.38
	Sub-t	229,771.3	302	0.005	-	0.23	0.017	1,694.05	2,767.80	31.48
Logistics	MTL	20.6	144	0.001	6.03	0.45	-	0.04	219.85	43.10
	SF	7.9	40	-	1.21	0.10	0.01	1,622.00	2.04	-
	Sub-t	28.5	184	0.001	7.24	0.54	0.01	1,622.04	221.88	43.10
CME	i-CABLE	-	598	-	-	-	-	-	-	-
	WTT	15.0	101	-	-	918.00	-	-	-	-
	Sub-t	15.0	699	-	-	918.00	-	-	-	-
Total		230,647.3	2,482	0.073	7.24	942.36	0.03	3,316.26	3,000.51	660.16

Operation	Business unit	Waste oil		Diesel waste and other fuel waste	Scrap tyres	Glass	Electric appliances/components ⁽⁴⁾	Soap	Clothes
		Cooking oil	Oil for industrial use (lubricant oil)						
		litre	litre	tonne	piece	tonne	tonne	tonne	tonne
Corporate Office	WL ⁽⁵⁾	-	-	-	-	120 pcs #	0.60	-	-
Investment Properties	WEL	-	-	-	-	2.39	-	-	-
Leisure and Hospitality	GA	-	-	-	-	0.72	14.36	-	0.74
	PC	1.69	-	-	-	8.16	-	-	1.16
	WH	1,887.00	-	-	-	7.69	-	1.81	0.32
	Sub-t	1,888.69	-	-	-	16.58	14.36	1.81	2.22
Logistics	MTL	-	41,800.00	-	527	0.05	5.75	-	-
	SF	-	5,000.00	0.04	-	-	0.05	-	-
	Sub-t	-	46,800.00	0.04	527	0.05	5.80	-	-
CME	i-CABLE	-	-	-	-	-	-	-	-
	WTT	-	-	-	-	-	-	-	-
	Sub-t	-	-	-	-	-	-	-	-
Total		1,888.69	46,800.00	0.04	527	19.02	20.76	1.81	2.22

Note:

(1) Plastics include plastic bottles and other plastic products

(2) Metal include aluminium cans and other scrap metals

(3) Food waste in MTL are collected from its staff canteen

(4) 277 pieces of electric appliances collected from WEL are excluded from the table, as corresponding weight data is not available

(5) Waste recycled data of WL marked in # was collected and included in that of WEL



* Co-relation of between GRI G4 indicators and HKEX KPIs is in reference with the Linking G4 and the HKEX ESG Reporting Guide document:
<https://www.globalreporting.org/resourcelibrary/GRI-HKEXLinkageDocument.pdf>

GRI G4 Indicator	Description	HKEX ESG Guide Indicator	Section/ Cross-reference/ Comments/ Reasons for Omissions	Page
STRATEGY AND ANALYSIS				
G4-1	Statement from the most senior decision-maker of the organisation	N/A	Message from the Chairman and Managing Director	2 - 3
ORGANISATIONAL PROFILE				
G4-3	Name of the organisation	N/A	About this Report	1
G4-4	Primary brands, products, and services	N/A	About Wharf	4 , 6
G4-5	Location of the organisation's headquarters	N/A	About Wharf	4
G4-6	Countries of operation	N/A	About Wharf	4 , 6
G4-7	Nature of ownership and legal form	N/A	About Wharf	4
G4-8	Markets served	N/A	About Wharf	6
G4-9	Scale of the organisation	N/A	About Wharf	4 - 6
G4-10	Profile of workforce	B1.1	Data Performance Data of supervised workers of our operations is currently not available. Major types of supervised workers of our reporting business units are disclosed on P. 54. There is no substantial portion of work of our operation is performed by self-employed workers. There is no significant variation in employment number compared to the previous year.	52 - 54
G4-11	Percentage of total employees covered by collective bargaining agreements	N/A	In general there is no collective bargaining agreements for employees in Hong Kong.	N/A
G4-12	The organisation's supply chain	B5.1	Products and Services	51
G4-13	Significant changes during the reporting period	N/A	There was no significant change of the size, structure, ownership or the supply chain of the Group during the reporting period.	N/A
G4-14	How the precautionary approach is addressed	N/A	About Wharf	7 - 9
G4-15	Externally developed economic, environmental and social charters	N/A	About Wharf	11
G4-16	Memberships of associations	N/A	About Wharf	11
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES				
G4-17	Entities included in the organisation's consolidated financial statement	N/A	About Wharf For other entities which are not covered in the reporting scope of this report, please refer to our 2015 Annual Report.	6
G4-18	Process for defining the report content and the aspect boundaries	N/A	Our Approach to CSR	18 - 19
G4-19	List all of material aspects identified in the process for defining report content	N/A	Our Approach to CSR	18 - 19
G4-20	Aspect boundary within the organisation	N/A	Our Approach to CSR	19
G4-21	Aspect boundary outside the organisation	N/A	Our Approach to CSR	19
G4-22	Restatements of information provided in previous reports	N/A	The below data in 2014 is restated: - Data of 2014 scope 2 carbon dioxide equivalent emission - Data of 2014 permanent part time staff of Wharf Estates - Data of 2014 water consumption and fuel consumption of Pacific Club	54 , 58 - 59
G4-23	Report significant changes in the scope and aspect boundaries	N/A	There are no changes from the previous reporting period in the scope and aspect boundaries.	N/A

STAKEHOLDER ENGAGEMENT				
G4-24	List of stakeholder groups engaged	N/A	Our Approach to CSR	15
G4-25	Basis of identification and selection of stakeholders	N/A	Our Approach to CSR	15
G4-26	Stakeholder engagement approach	N/A	Our Approach to CSR	15 - 18
G4-27	Key topics and concerns raised by stakeholders	N/A	Our Approach to CSR	16 - 17
REPORT PROFILE				
G4-28	Reporting period	N/A	About this Report	1
G4-29	Date of most recent previous report	N/A	Our previous report was published in August 2015	N/A
G4-30	Reporting cycle	N/A	We target to report annually	N/A
G4-31	Contact point	N/A	About this Report	1
G4-32	Report the "in accordance" option	N/A	About this Report	1
G4-33	External assurance for the report	N/A	No external assurance was pursued for the report	N/A
GOVERNANCE				
G4-34	Governance structure of the organisation	N/A	About Wharf Our approach to CSR	7 - 8 14
G4-56	The organisation's values, principles, standards and norms of behaviour	N/A	About Wharf Our approach to CSR	7 - 9 12 - 13
CATEGORY: ECONOMIC				
INDIRECT ECONOMIC IMPACTS				
G4-DMA	Management Approach	N/A	About Wharf Business-in-Community	4 - 5 20 - 31
EC7	Development and impact of infrastructure investments and services supported	B8.1	About Wharf Business-in-Community	5 20 - 31
CATEGORY: ENVIRONMENTAL				
ENERGY				
G4-DMA	Management Approach	A1 GD, A2 GD, A3 GD	Environment	32 - 35
EN3	Energy consumption	A2.1	Data Performance	58
EN6	Reduction of energy consumption	A2.3	Environment	34 - 35
WATER				
G4-DMA	Management Approach	A1 GD, A2 GD	Environment	32 , 37
EN8	Total water withdrawal by source	A2.2	Data Performance	59
EMISSIONS				
G4-DMA	Management Approach	A1 GD, A3 GD, A1.5, A3.1	Environment Concerned business units are Modern Terminals and Star Ferry. Besides relevant ordinary rules and regulations, Modern Terminals follows two new environmental regulations introduced in 2015: - Air Pollution Control (Ocean Going Vessels) (Fuel at Berth) Regulation (Effective from 1 July 2015) - The Air Pollution Control (Non-road Mobile Machinery) (Emission) Regulation (Effective from 1 June 2015) Apart from this, there is no country, regional, or industry regulations and policies for emission in the concerned of other business units. There is no offset being used to meet the targets.	32 , 36
EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	A1.1, A1.2	Data Performance	59
EN16	Indirect greenhouse gas (GHG) emissions (Scope 2)	A1.1, A1.2	Data Performance	59
EFFLUENTS AND WASTE				
G4-DMA	Management Approach	A1 GD, A3 GD, A3.1	Environment	32 , 36 - 37
EN24	Total number and volume of significant spills	A3.1	The Group did not have any significant spills that had significant negative impacts on the surrounding environment during the reporting period.	N/A

PRODUCTS AND SERVICES				
G4-DMA	Management Approach	N/A	Environment	32 - 37
EN27	Extent of impact mitigation of environmental impacts of products and services	A3.1	Environment	32 - 37
COMPLIANCE				
G4-DMA	Management Approach	N/A	About Wharf	7 - 8
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	A1 (b)	There were no significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations during the reporting period.	N/A
SUPPLIER ENVIRONMENTAL ASSESSMENT				
G4-DMA	Management Approach	B5 GD	Currently the Group does not have a Group-wide supplier assessment system to screen new suppliers using environmental criteria. We endeavour to enhance our performance on this aspect in future.	N/A
EN32	Percentage of new suppliers that were screened using environmental criteria	B5.2	Currently the Group does not collect comprehensive data under this indicator. We target to disclose the information in future reports.	N/A
CATEGORY: SOCIAL				
LABOUR PRACTICES AND DECENT WORK				
EMPLOYMENT				
G4-DMA	Management Approach	B1 GD, B4 GD	People Products and Services	38 - 45 51
LA1	Total number and rates of new employee hires and employee turnover	B1.2	Data Performance	55
LA2	Benefits provided to full-time employees	N/A	People	42
OCCUPATIONAL HEALTH AND SAFETY				
G4-DMA	Management Approach	B2 GD, B2.3	People	44 - 45
LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities	B2.1, B2.2	Data Performance	56 - 57
TRAINING AND EDUCATION				
G4-DMA	Management Approach	B3 GD	People	42 - 43
LA9	Average hours of training per year per employee by gender, and by employee category	B3.2	Data Performance	57
DIVERSITY AND EQUAL OPPORTUNITY				
G4-DMA	Management Approach	B1 GD	People	40 - 41
LA12	Composition of governance bodies and breakdown of employees per employee category by indicators of diversity	B1.1	About Wharf Data Performance Breakdown of total workforce in 2015 under this indicator is not fully collected and disclosed. We target to disclose the information in future reports.	8 53
HUMAN RIGHTS				
NON-DISCRIMINATION				
DMA	Management Approach	B1 GD	People	40
HR3	Total number of incidents of discrimination and corrective actions taken	N/A	People There were no reported incidents of discrimination during the reporting period.	40
SUPPLIER HUMAN RIGHTS ASSESSMENT				
DMA	Management Approach	B4 GD, B5 GD	Currently the Group does not have a Group-wide supplier assessment system to screen new suppliers using human rights criteria. We endeavour to enhance our performance on this aspect in future.	N/A
HR10	Percentage of new suppliers that were screened using human rights criteria	B5.2	Currently the Group does not collect comprehensive data under this indicator. We target to disclose the information in future reports.	N/A
PRODUCT RESPONSIBILITY				
CUSTOMER HEALTH AND SAFETY				
G4-DMA	Management Approach	B6 GD	Products and Services	46 - 48
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services	B6 (b)	There were no reported incidents of non-compliance during the reporting period.	N/A

PRODUCT AND SERVICE LABELLING				
G4-DMA	Management Approach	B6 GD	Products and Services	49 - 50
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling	B6 (b)	There were no reported incidents of non-compliance during the reporting period.	N/A
PR5	Results of surveys measuring customer satisfaction	B6.2	Products and Services	50
MARKETING COMMUNICATIONS				
G4-DMA	Management Approach	B6 GD	Products and Services	46 , 49
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications	B6 (b)	There were no reported incidents of non-compliance during the reporting period.	N/A
CUSTOMER PRIVACY				
G4-DMA	Management Approach	B6 GD	Products and Services	50
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	B6 (b), B6.2	There were no relevant substantiated complaints during the reporting period.	50
COMPLIANCE				
G4-DMA	Management Approach	N/A	About Wharf Products and Services	7 - 8 46
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	B6 (b)	There were no reported significant fines for non-compliance during the reporting period.	N/A
SOCIETY				
LOCAL COMMUNITIES				
G4-DMA	Management Approach	B8 GD	Business-in-Community	20 - 31
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	N/A	Business-in-Community All (100%) of our business units in the reporting scope involved in Project <i>WeCan</i> , the Group's flagship Business-in-Community initiative.	20 - 31
ANTI-CORRUPTION				
G4-DMA	Management Approach	B7 GD, B7.2	About Wharf Business-in-Community People	7 - 9 28 40
SO5	Confirmed incidents of corruption and actions taken	B7 (b), B7.1	People There were no reported confirmed incidents during the reporting period.	40
COMPLIANCE				
G4-DMA	Management Approach	N/A	About Wharf	7 - 8
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	B1 (b), B2 (b), B4 (b), B7 (b)	There were no significant fines or non-monetary sanctions for non-compliance with laws or regulations during the reporting period.	N/A
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY				
G4-DMA	Management Approach	B5 GD	Currently the Group does not have a Group-wide supplier assessment system to screen new suppliers using criteria of impact on society. We endeavour to enhance our performance on this aspect in future.	N/A
SO9	Percentage of new suppliers that were screened using criteria for impacts on society	B5.2	Currently the Group does not collect comprehensive data under this indicator. We target to disclose the information in future reports.	N/A

Correlation between Wharf's Material Issues with GRI G4 Aspects

#	Material Sustainability Issue - Description	Related GRI G4 Aspect
Business Development		
2	Corporate governance and risk management - Wharf's governance practices and processes to identify and manage Environmental, Social and Governance risks throughout its operations, as well as increase its transparency on governance and risk control.	- ENV: Compliance - SOC: Compliance - PR: Compliance
4	Compliance with laws and regulations - Wharf's efforts to comply with laws and regulations and go beyond regulatory requirement in areas of environmental, social and products and services across its operations.	- ENV: Compliance - SOC: Compliance - PR: Compliance
Environment		
5	Energy consumption - Wharf's approach and initiatives to reduce energy consumption and intensity of its operations.	- Energy
7	Water consumption and effluents management - Wharf's approach to reduce the water consumption and intensity of its operations and its approach to managing effluents.	- Water - Effluents and Waste
10	GHG emission and pollution control - Wharf's efforts to reduce greenhouse gas emission and reduce air pollution as a result of Wharf's operations. To measure and monitor air quality indoors and reduce air contaminants outdoors.	- Emissions
People		
11	Employee attraction and retention - Wharf's approach and initiatives to attract, retain and provide competitive benefits to their employees.	- Employment
12	Ethics and integrity - Wharf's approach to build a culture of ethics and integrity among its own staff and relevant stakeholders such as contractors and suppliers.	- Anti-corruption
13	Workplace practice - Wharf's efforts to provide an ethical, equitable, diverse and supporting workplace and ensure human rights are respected in its operations.	- Diversity and Equal Opportunity - Non-discrimination
14	Human rights - Wharf's efforts to protect the human rights of its staff; and ensure human rights are respected by its business partners and suppliers.	- Non-discrimination - Supplier Human Rights Assessment
15	Training and development - Wharf's efforts in human capital development and in the creation of greater opportunities for employee career progression.	- Training and Education
16	Occupational health and safety - Wharf's efforts in managing all aspects of safety to reduce the risk of accidents or injuries for all people working for Wharf.	- Occupational Health and Safety
17	Employee wellness - Wharf's efforts to foster work-life balance for its employees.	- Employment
Products and Services		
18	Product and service responsibility - Wharf's responsibility for the products and services offered, including quality, health and safety, laws and regulations compliance in addressing environmental and social concern.	- ENV: Products and Services - Product and Service Labeling - Marketing Communications
19	Customer health and safety - Wharf's approach to ensure customer's health and safety when using their products and services.	- Customer Health and Safety
20	Customer engagement and satisfaction - Wharf's customer engagement channels and approach of measuring customer satisfaction.	- Product and Service Labeling
21	Customer privacy - Wharf's approach to protect customers' data and privacy.	- Customer Privacy
22	Procurement and supply chain management - Wharf's approach and initiatives to manage its procurement process and the relationships with suppliers and contractors, including its requirements on operational, environmental, labour practices and human rights aspects.	- Employment - Supplier Environmental Assessment - Supplier Human Rights Assessment - Supplier Assessment for Impacts on Society
Community		
23	Direct and indirect contribution towards communities - Wharf's contributions to the communities, and its involvement in, and partnership with, community organisations to address social issues.	- Indirect Economic Impacts
25	Community engagement - Wharf's approach to engage and consult with communities and understand their needs.	- Local Communities



WHARF

Established 1886

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